



A Tradition of Stewardship  
A Commitment to Service



**Public Health**  
Prevent. Promote. Protect.

## COVID-19 Testing Frequently Asked Questions

**Updated May 6, 2020**

### 1. How many testing kits are available in Napa County?

The Public Health Division is proud to announce a collaboration recently announced by Governor Gavin Newsom with Community Organized Relief Effort (CORE) and Verily. This will allow us to **increase the capacity of testing in Napa County**. CORE and Verily will offer FREE testing, Monday-Saturday. **The goal is to conduct up to 280 tests per day.**

### 2. How can I get tested for COVID-19?

Testing is now available for anyone who lives or works in Napa County, WITH or WITHOUT symptoms. You can register online at <https://www.countyofnapa.org/Test>. More information on the online sign up process is available on section #3 of this document. Testing by appointment only.

Or, if you are:

- Unable, or uncomfortable making a testing appointment online
- Under 18 years of age
- Received a rejection notification from the online screen process
- Requesting testing for 1+ members (with children) in your household
- Do not want to enter information online

Call the County's Information Line at 707-253-4540 between the hours of 8-12 p.m. and 1-8p.m., Monday through Friday and our bilingual information line staff can assist you!

**OLE Health's** testing site is now open for OLE Health patients and South Napa Shelter patients. Contact OLE Health at 707-254-1770 for more information. Hours will be Tuesdays and Fridays from 9 a.m. to 11:30 a.m.

**Kaiser Permanente** is currently testing symptomatic members. If you are a Kaiser member with symptoms, you should contact Kaiser Permanente for testing BEFORE going through CORE/Verily:

Please call the advice nurse line at 707-651-1025 to schedule a virtual appointment with a provider. You can also book your own virtual visits online.

If you are a Kaiser patient without symptoms, you may complete the Verily/CORE screening tool for a testing appointment.



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### 3. How can I sign up for testing through CORE/Verily?

You can sign up for testing by visiting <https://www.countyofnapa.org/Test>. Click the 'Get Tested' button. You will then be prompted to complete an online screening form (you will be asked to register for an account or sign in using your google sign in, if you have one, or a phone number). After completing the online screening, if eligible, an appointment will be made for testing and testing instructions and directions to testing site will be sent by email. The testing site is currently available on-line and in English/Spanish.

Click here to access CORE/Verily testing FAQs:

[https://www.projectbaseline.com/covid-support/?\\_ga=2.87498653.409226516.1587660295-1503464922.1587660295](https://www.projectbaseline.com/covid-support/?_ga=2.87498653.409226516.1587660295-1503464922.1587660295).

For more information, trouble signing in or general questions; please call the County's Information Line at 707-253-4540 between the hours of 8-12 p.m. and 1-8p.m., Monday through Friday.

### 4. What testing data is reported to the public and how often is it updated?

Testing data is updated daily, Monday-Saturday at 1:30 p.m., and released on the County's Social Media pages and on the County's Coronavirus information site: <https://www.countyofnapa.org/Test> (Under 'View COVID-19 Testing Data'). The County shares data on the total number of individuals tested, cases confirmed, pending cases and negative test results. Napa County also shares data on the total number of individuals that have recovered and the number of those who have passed away due to COVID-19. Demographic, geographic and exposure type data is available on the testing data website.

We have received questions about why can't we share where a person who tested positive lives or who they are, or why can't we publicly say where this person has been, such as local businesses, etc. The data that is shared continues to protect the confidentiality of the individuals that have tested positive. Any more information could potentially compromise the private health information of the individual(s). Public Health does contact investigations and works with the person who tested positive to notify those they may have exposed without sharing the name or information of the person who tested positive. Public Health's role is to prevent the spread of disease. The links below provide more information as to how that investigation is done.

**For more information on Public Health's investigation process when a positive COVID-19 case is detected click on the following links: [English \(PDF\)](#) [Spanish \(PDF\)](#).**



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## 5. When is Napa County going to start doing antibody testing?

At this time, Napa County does not have plans to start doing antibody testing. Antibody tests are meant to recognize a past infection. Many of these have hit the market in recent weeks. Officials have touted the tests as crucial for reopening the economy and developing public health strategies to contain the virus, but there are still questions about how accurate they are. Even with a very good test, it is possible to test positive for antibodies even when you don't actually have them. Napa County will share more information when more reliable testing is available at the local level.

See below for a short video about antibody testing:

<https://www.youtube.com/watch?v=qtISu7OhkYE&feature=youtu.be>

Article from ProPublica: <https://www.propublica.org/article/what-antibody-studies-can-tell-you-and-more-importantly-what-they-cant>

**Remember, the most effective way to stay healthy is to continue to follow the shelter at home order, maintain social distancing, follow facemask recommendations, clean high contact areas and maintain the coughing and hand-washing etiquette.**

**If you or a loved one is ill, and you think the symptoms are consistent with COVID-19, get tested and follow the recommendations for caring for someone who is ill:**

<https://readynapacounty.org/346/Caring-for-Someone-at-Home>.

## 6. What do I do if I don't have a doctor, am uninsured, and/or don't have a primary care provider?

Even though you are not required to go through a provider to sign up for testing through CORE/Verily, it is still important for your general health to have a medical home and a medical provider. Below are some resources and information:

**If you are uninsured** you can contact:

- a. **Self-Sufficiency Services Division** at 707-253-4511 for Medi-Cal or Covered California Plans. They can assist with you insurance application over the phone. Services free of charge.
- b. **Community Health Initiative (CHI)** at 707-227-0830 for Medi-Cal, Covered California or private insurance plans. They can assist with you insurance application over the phone. Services free of charge.
- c. **Ole Health** is a local Federally Qualified Health Center that offers medical services at low cost (sliding fee scale). Call 707-254-1770 or visit <https://www.olehealth.org/covid-19/> for more information.