

# RAPID CURBSIDE COVID-19 TESTING

## Frequently Asked Questions (FAQ)

1. **What is COVID-19?**

COVID-19 is a highly infectious disease caused by the Coronavirus called SARS-CoV-2. Most people infected by the COVID-19 virus will experience mild to moderate respiratory illness without the need for special treatment. Older people and those who are immunocompromised especially those with underlying medical issues like Diabetes, Cardiovascular Disease, Chronic Respiratory Disease, and Cancer are more likely to develop a more serious illness. Please visit the CDC website for more information: [Coronavirus Disease 2019 \(COVID-19\) | CDC](https://www.cdc.gov/coronavirus/2019-ncov/)

2. **What are the common symptoms of COVID-19?**

Most common: Fever (Temp greater than 100.4 F or 38 C), dry cough, fatigue

Less common: Aches and pains, sore throat, diarrhea, loss of taste or smell, conjunctivitis, headache

More serious: Difficulty breathing or shortness of breath, chest pain or pressure, loss of speech or movement

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home.

On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

3. **Can I use my medical insurance to pay for COVID-19 testing at Carolina Pharmacy?**

Medical insurance does generally cover testing for COVID-19. Unfortunately, as a pharmacy, we are not capable of billing your medical insurance for COVID-19. We can, however, take HSA or FSA cards, which pay 100% of the cost of testing. Alternatively, you may also file a "paper claim" with your insurance and allow them to reimburse you for your out-of-pocket costs for testing. You would need to contact your insurance to see what information they need from you.

See Questions 12 and 13 for more information needed to submit your paper claim.

If you would prefer to use your medical insurance to pay for testing at the time of testing, there are many urgent cares or medical practices, and even free clinics set up around town to help you. We cannot speak on what kind of tests they perform, when results will be available, or other questions you may have. You would need to reach out to them to do that.

**4. Our advantage over other practices for COVID testing are as follows:**

- We offer same day appointments, testing, and results for the Rapid Antigen COVID-19 test
- We do not run out of testing supply so you will be able to test with us and not wait
- We conduct testing curbside, so you are safe within the confines of your vehicle. You are not exposed to a waiting room environment where you may get COVID-19 or may spread it to someone else
- Our testing staff consists nurses, pharmacists, and trained personnel that have been testing for and treating patients with COVID-19 on the front lines since early 2020

**5. Can I reschedule my appointment?**

To change the date and/or time of your test, simply click the “Reschedule Appointment” tab within your e-mail confirmation and you can choose a new date and time. You will be sent an updated date/time and so will our testing site.

To change the testing site, you will need to e-mail [covidtesting@carolinapharmacy.com](mailto:covidtesting@carolinapharmacy.com). We will get to your response within 24 hours.

**6. If I was exposed to someone with symptoms of COVID-19 or had a confirmed positive for Covid-19, how long should I wait before being tested?**

It is recommended to wait at least 5 days, after a known exposure to someone believed to be or known to be positive for COVID-19. The reason you wait 5 days is for the virus to build up enough of a detectable load for testing. If you test before this time, it is likely for you to react with a negative test, when you are actually positive (false negative)

**7. What is the difference between a Rapid COVID test and a RT-PCR test?**

A rapid antigen diagnostic test detects specific proteins on the surface of the Coronavirus.

These tests generally provide a result within an hour, and are highly specific, meaning if you test positive you are very likely to be infected (100%). However, there is a higher chance of false negatives with antigen tests due to testing being done before the virus can build up detectable levels, therefore there is a chance of false negatives if tested too early (generally considered less than 5 days post-exposure).

A RT-PCR or PCR test detects the presence of the virus' genetic material using the process of reverse-transcriptase polymerase chain reaction or PCR. This test is typically collected with a nasal swab or saliva, sent to a lab, where the Coronavirus RNA (if present) is converted to DNA and then amplified to produce enough viral DNA to be detected. This test is highly accurate, so a positive or a negative result is generally 100% accurate, however it can take days to a week to get the results.

**8. If I get COVID-19, can I get it again?**

The hope is that if you get infected to COVID-19 once, you build up immunity to it. However, we do not know enough about COVID-19 yet to say for sure. Viruses often mutate and change, then reinfect, so it is more probable that you could get COVID-19 again, but less likely than someone who has never had it and therefore, has no built-up immunity to it.

**9. How long does it take to get over COVID-19?**

Most individuals with mild symptoms get over COVID within a few weeks. Others can be affected for quite longer. The severity of the symptoms and pre-existing conditions can dictate recovery time

**10. Who is most at risk of experiencing serious complications of COVID-19?**

Anybody with underlying medical diseases like Diabetes, Cardiovascular Disease, Respiratory Illnesses, Cancers, and other immunocompromised patients. The elderly are thought to be more likely to have serious medical complications due to COVID-19

**11. What can I do to prevent the spread of COVID-19?**

Practice social distancing (stay at least 6 feet from others in public spaces), wash your hands often and use sanitizer, wear a mask when in public or around other individuals, and stay home as much as possible until the spread of COVID-19 is better controlled. If you are experiencing symptoms of COVID-19 you should be tested and avoid other people as much as possible.

**12. Do you take HSA/FSA for COVID-19 testing?**

Yes! Our COVID testing platform at our website takes all valid Health Savings Account (HSA) and Flexible Spending Account (FSA) cards. If payment does not go through when trying to use your HSA or FSA card, call your card processor to troubleshoot the issue.

**13. What information do I need to submit a paper claim to my insurance of a COVID-19 test?**

This generally depends on your insurance provider and it is your sole responsibility to contact your insurance provider and ensure they will reimburse you for a COVID test before you get one with Carolina Pharmacy.

All of the information you need to submit to insurance for reimbursement is sent to you via the e-mail confirmation in the form of an itemized receipt. Please check your e-mail inbox, junk and spam. If you did not receive an e-mail it is likely it was entered wrong on your COVID test submission or your e-mail server blocked the e-mail which happens from time to time. Simply email [covidtesting@carolinapharmacy.com](mailto:covidtesting@carolinapharmacy.com) to get another confirmation e-mail.

**14. May I book a COVID-19 test and request a refund later? What is your refund policy?**

Unfortunately, once you book a test, it is non-refundable. We make that very clear before you submit payment. We have many steps that involve multiple people behind the scenes to get ready for testing including paper transcription of forms, preparing tests, reviewing the information on the forms for completion, and reserving the test time specifically for you. Please only book a test if you are sure you need to get tested.

If you choose to change the test type (rapid to PCR or PCR to rapid), you simply need to rebook the correct test, and send an email to [INFO@MILLTOWNPHARMACY.COM](mailto:INFO@MILLTOWNPHARMACY.COM) or [INFO@FARHILLSPHARMACY.COM](mailto:INFO@FARHILLSPHARMACY.COM) about the switch. We will refund you within 48 hours for the incorrect test. It may take 2-6 days for the refund to process on your end.

Our refund policy is also explained to you and requires you to check a box BEFORE you make payment and confirm the appointment. We appreciate your understanding.

**15. What do I do if I want to switch the test I paid for, for another test (ex, Switch from PCR to Rapid Test)?**

If you chose the wrong test when booking, simply rebook for the correct test and let someone at the testing site know. Alternatively, you could email [INFO@MILLTOWNPHARMACY.COM](mailto:INFO@MILLTOWNPHARMACY.COM) or [INFO@FARHILLSPHARMACY.COM](mailto:INFO@FARHILLSPHARMACY.COM) and we will refund your incorrectly-booked test once you rebook for the correct test. Refunds will be processed within 24-48 hours and generally take 2-6 business days depending on your credit card processor.

**16. What if I booked my test for the wrong testing site or I want to switch my reservation to another testing site?**

In either one of these situations, you just need to email. We will respond to you within 24 hours (generally within the first hour) and rebook your location. Please let us know your full name, date and time of reservation, where you booked your testing, as well as what date/time you want to reschedule, and at what desired testing site. We will respond within 24 hours or less

**17. How long does it take to get the results back from your rapid test?**

10 minutes. Sometimes, we are slightly backed up due to the high demand on COVID-19 testing but we will make every effort to get to you on time and tested as soon as possible.

**18. How long does it take to get the results back for your PCR test?**

PCR test results generally come back in 48-72 business hours. So, it depends on what day you test. Our courier picks up tested specimen every night and it is shipped overnight to our partner lab in North Carolina. Results are processed within 48 hours of them receiving the specimen and results are posted online for both the patient and the pharmacy.

Should you not see your results posted within 72 hours of testing, please contact our partner lab (Mako Labs) at 919-351-6256 option 2 or 3. If no resolution, please contact [info@milltownpharmacy.com](mailto:info@milltownpharmacy.com) or [info@farhillsparmacy.com](mailto:info@farhillsparmacy.com) and we will get involved to get you a response as soon as possible. 99% of PCR tests we submit are processed within 48-72 hours of testing. See below for expected date of PCR results based on what day of the week you are tested:

Test Day	PCR Result Posted Online
Saturday/Sunday/Monday	Wednesday/Thursday
Tuesday	Thursday/Friday
Wednesday	Friday/Saturday
Thursday	Saturday/Sunday

Friday	Sunday/Monday
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Our partner lab is open 7 days a week, just like us - to serve our communities during a time of global crisis.

**19. What type of PCR test do you and your lab use?**

We partner with Mako Labs (North Carolina-based) to provide RT-PCR testing. We utilize the Taqpath COVID-19 - Flu A/B Combo Kit Assay (manufacturer: Thermo Fisher).

**20. Is your rapid test FDA-approved?**

Yes, our CareSmart Rapid Antigen COVID-19 Test is approved by the FDA Emergency Use Authorization. The CareStart COVID-19 Rapid Diagnostic Test for Detection of SARS-CoV-2 Antigen is a Point of Care Test intended for the qualitative detection of nucleocapsid protein antigen from SARS-CoV-2 in nasopharyngeal swab specimens. This test can only be administered by a licensed healthcare professional that has a CLIA certificate.

FDA Letter of Authorization: (for the parent company, Access Bio)

<https://www.fda.gov/media/142916/download>

Fact Sheet for Patients:

<https://www.fda.gov/media/142918/download>

Package Insert (Instructions for Use or IFU):

<https://www.fda.gov/media/142919/download>

**21. Do you offer corporate or group rates for testing?**

Absolutely. Email [info@milltownpharmacy.com](mailto:info@milltownpharmacy.com) or [info@farhillspharmacy.com](mailto:info@farhillspharmacy.com) and we will be happy to provide your company, group, or personal network with a customized digital flyer to pass around as well as a referral code to save money on testing

**22. Who do I contact if I have any other questions about COVID-19 and Testing?**

You may ask your tester at the testing site or you may email us and we will respond within 24 hours

**23. What kind of test do you use for the rapid antigen test and for PCR testing?**

Rapid Antigen COVID-19 Test - CareSmart COVID-19 Antigen Test  
RT-PCR COVID-19 Test - Thermofisher Taqpath COVID-19 RT-PCR Test

**24. I am travelling to another state, territory, or country that has specific guidelines on type of COVID-19 test used for either rapid or PCR, and how many hours before the flight the test is conducted. What do I do?**

Please refer to question 16 above for the type of tests we utilize. If the place you are travelling requires a certain type of test not on our list above then we may not be able to help you (please visit the CDC website to see travel and COVID testing rules for different destinations). Many places simply require you have a rapid or PCR test within 72 hours. If that is the case, we more than likely can accommodate you on any given day.

Please email if you require any assistance at all. We may even have a partner practice that can accommodate you.

**24. What is the Lab certificate or license number for my PCR test?**

The information you are looking for is the CLIA number on the top of the results page next to the Mako Medical logo. CLIA (Clinical Laboratory Improvement Amendments) under the FDA is the certification number all labs obtain.

Everyone that is flying has provided this number to airlines to satisfy their requirements.

**25. I had a PCR test done and the result posted says “inconclusive”. What does this mean and do I need to be retested?**

An inconclusive result for a PCR test is not very common but we have seen more than usual due to the new variant strain of COVID-19 from Europe, which masks some tests as inconclusive. This will change as labs adjust their testing technologies to account for changes in the virus.

Either way, it's not for lack of a faulty test, on our part or the labs. It's just a very rare result that occurs for some patients as the PCR test checks DNA/RNA and it is recommended the patient retest as soon as possible. It happens with every lab, and is not a limitation of one particular lab versus another.

**INCONCLUSIVE PCR Result:**

An inconclusive result is neither positive nor negative. This result can occur from inadequate sample collection, very early-stage infection, or for patients close to recovery. With an

inconclusive result, collecting and testing another sample is recommended. Please make an appointment for another test as soon as possible.

**26. My travel destination requires I receive a Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA) lab test results from TRUSTED TESTING AND TRAVEL PARTNERS. Do you offer this test?**

Yes. Our RT-PCR test is a molecular test where we collect the specimen via nasal swab from the patient then send it to our partner lab to conduct testing. Other names for molecular tests you may see are diagnostic test, viral test, nucleic acid amplification test (NAAT), RT-PCR test, or LAMP test

**27. What is the address and tax ID for the lab used for RT-PCR tests?**

Mako Medical Labs  
8461 Garvey Drive, Raleigh NC, 27616

**Tax ID:** 47-1359076

Please see the itemized receipt in your email confirmation for this information.

**28. Where do I access my PCR test results?**

You should have received a handout with instructions on how to create an account with the lab so you can access a PDF copy of your PCR results (within 72 hours of testing). Review the PCR table for what day your PCR result will post (see question 18)