

# COVID-19 TESTING INFORMATION

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If you are requesting a COVID swab test (for acute infection), the protocol at Atkinson Family Practice is:

- ~A tele-visit with a provider to review your symptoms;
- ~Our clinical staff will fax the order;
- ~A patient will be called by the lab (not us) within 48 hours (if you have not heard after 48 hours you can call us);
- ~The result from the swab will be available on our patient portal within 72 hours after the test is done;
- ~If your need is more urgent go to the ER (not urgent care—those tests often take a week to result and we do not have access to them);
- ~Most COVID testing is covered by insurance companies but we can not guarantee that , especially if someone only needs the testing for travel/school\*

**Attention AFP Patients ~ Please be patient with us during this extremely busy time. Please do not call our office asking for your test results. Once they are received they will be posted to your patient portal. If you have not signed up for our patient portal you can schedule a tele-visit to follow up on testing results.**

**We are working very hard for all of you each and every day and do not have any control on when the results come in. It is reasonable to expect a 72 hour turn around on most testing at this time, sometimes longer, but it is not within our control and we are asking for patience and understanding. Thank you.**

***\*Regarding payment/billing for testing: As of July, COVID-19 testing is readily available with adequate advanced notice in Western MA. We support requests for testing related to travel, but individual insurance companies may not always cover testing for this purpose. Please contact your insurance provider directly for confirmation of coverage.***