



RAPID COVID-19 TESTING

Frequently Asked Questions (FAQs)

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 info: [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/pains, sore throat, diarrhea, loss of taste/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 small independent retail pharmacy, we are not capable of billing your medical insurance for COVID-19. We can, however, take HSA or FSA cards, which cover 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 to get reimbursed and how much.

Please read Questions 12 & 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, their accuracy, when results will be available, or other questions you may have. You would need to reach out to them to do that. **Keep in mind there may be additional admin fees and copays for testing with them and they will bill your insurance more than the cost we charge you to test. Just be mindful and ask questions wherever you test so you are well informed.**

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

- We offer same day appointments, testing, & results for 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. We will get to your response within the hour. You can always just go to your preferred testing site and let them know of the issue and they will get the test location and form corrected for you.

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). The rapid antigen test requires 5 days, however the PCR test can detect a positive as early as 24 hours post-exposure/infection. We do still recommend you wait a few more days to ensure optimal accuracy.

7. What is the difference between a Rapid Antigen 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 (10 minutes for us), 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). Some rapid tests are prone to more false negatives than others. Our particular test - **CareSmart is one of the top rapid antigen tests on the market with a 88.4% sensitivity and 100% specificity. In practice, we have seen very few false negatives however we cannot officially give any percentages.**

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. **Our PCR test has resulted and posted online within 36 hours of testing for the past 2.5 months. We state it will be within 72 hours but it has been much faster.**

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. With the vaccination of COVID-19, you are less likely to be severely affected from COVID-19 but it does not mean you cannot get it again. Much like the flu shot, we are never “fully immune” but we get annual booster shots and do not get as sick from it if we get vaccinated.

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. **Get tested. More than 50% of those suspected to have COVID-19 are asymptomatic (meaning they have no symptoms but were exposed to someone with symptoms or who have COVID-19). You should always get tested to find out if you have COVID-19, whenever possible.**

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

Yes! Our COVID testing platform at www.carolinapharmacy.com 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 info do I need to submit a claim for reimbursement to my insurance for 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. We have yet to run into any patients who have not been reimbursed but just make sure you find out all of the information they will need.

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 to get another confirmation e-mail. Be mindful that we get many inquiries so we will get back to you as soon as we can, within the day.

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 covidtesting@carolinapharmacy.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 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 booked the wrong test type (Rapid instead of PCR; PCR instead of Rapid)?**
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 covidtesting@carolinapharmacy.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 covidtesting@carolinapharmacy.com. We will respond to you within the day (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 your preferred testing site. If you are too close to your testing time, simply go to the preferred testing site and they will be able to help reschedule you on the spot.
- 17. How long does it take to get the results back from your rapid test?**
10-15 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 within 72 hours but for the past 12 weeks, our PCR tests that were taking on weekdays have resulted the next day. It does depend 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. On weekends (Saturday and Sunday), PCR tests do not result as fast and will generally post on Tuesday to Wednesday based on current trends.

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 covidtesting@carolinapharmacy.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 the next page for a table on what day you are tested and what day you can expect results.

Test Days and Expected PCR Result Days

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

Our partner lab is open 7 days a week, just like us - to serve our communities during the pandemic.

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 covidtesting@carolinapharmacy.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/corporate 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 at covidtesting@carolinapharmacy.com and we will respond within the day as soon as we can

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 types 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 23 above for the type of tests we utilize. If the destination you are travelling to 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 covidtesting@carolinapharmacy.com if you require any assistance at all. We may even have a partner practice that can accommodate you and will do our best to make sure you find a testing location that works for your travel plans.

24. What is the Lab certificate or license number for my RT-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. Their CLIA number is: 34D2141858

Everyone that has travelled and tested with us has provided this number to airlines to satisfy their requirements via the PCR Test Results PDF.

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 in part due to the new variant strains of COVID-19, which can mask 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 detects viral DNA/RNA and in rare instances an inconclusive result can occur 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. Read below.

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, e-mail, phone number, and tax ID for the lab used for RT-PCR tests?

Mako Medical Labs
8461 Garvey Drive, Raleigh NC, 27616
Phone: 919-351-6256 ext 2 or 3
E-mail: info@makomedical.com
Tax ID: 47-1359076
CLIA: 34D2141858

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).

The patient access website is: <https://mako.luminatehealth.com/>

Review the PCR table for what day your PCR result will post (see question 18).

29. How many days after exposure can a RT-PCR test detect a positive COVID-19 infection?

The general recommendation is to wait 3 to 5 days after exposure to get tested for COVID-19 via PCR. That is not to say the PCR test cannot detect an active infection earlier than 3 days post-exposure. We have had positives on the PCR test in as little as 24-hours. However, testing is not perfect and there are always certain variables that can affect results - positive or negative. They are less common but can occur. Always practice social distancing, wear a mask, and use good hygiene practices, especially when around other people. For specific questions, ask one of our testers or e-mail covidtesting@carolinapharmacy.com