



## RAPID COVID-19 TESTING Frequently Asked Questions (FAQ)

### COVID 19-RAPID ANTIGEN TEST

**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: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

**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 LeFave 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. If you would prefer to use your medical insurance to pay for testing, there are other local medical practices offering PCR tests in which they can bill your insurance. You would need to reach out to them to do that and for more information. (these are most likely not RAPID tests)

**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 supplies. 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 of nurses, pharmacists, and trained personnel that have been testing for and have treated 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.

**6. If I was exposed to someone with symptoms of COVID-19 or who has 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 a bit 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. Follow our local health departments instructions on quarantining and tips to prevent the spread of infection.

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

Yes! Our COVID testing platform found at [www.lefavepharmacy.com](http://www.lefavepharmacy.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. If our on-line scheduler and payment does not work, please call the store and we can take payment information over the phone and process internally.

**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 LeFave Pharmacy. Please let the staff at LeFave Pharmacy know you need a receipt or proof of COVID testing and payment and it can be emailed directly to you.

- 14. Can I get a refund if I paid for a test and decide not to come in and get tested?**  
Your appointment is subject to a \$25 cancellation fee and is non-refundable for no-shows. We will however, honor a reschedule request for an alternative appointment. Due to high demand for appointment times, please make sure you indeed want an appointment before scheduling.
- 15. How long does it take to get the results back from your rapid test?**  
The results are ready in 15minutes. 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 and get the results to you as soon as possible.
- 16. What kind of test do you use for the rapid antigen test?**  
Rapid Antigen COVID-19 Test - Quidel Sophia 2 SARS+ Influenza, or BD Veritor SARS
- 17. Do you offer corporate or group rates for testing?**  
Absolutely. Email [drspicer@lefavepharmacy.com](mailto:drspicer@lefavepharmacy.com) and we will be happy to provide your company, group, or personal network with a corporate rate.
- 18. Who do I contact if I have any other questions about COVID-19 and testing?**  
You may ask your tester at the testing site, you may call us at 989-354-3189 or you may email us at [drspicer@lefavepharmacy.com](mailto:drspicer@lefavepharmacy.com) and we will respond within 24 hours