



Dear First Responder Partner,

We have received a number of questions from first responders seeking information about COVID-19 testing at Steward Facilities. This letter is designed to provide some clarification as to the process for obtaining testing at any Steward Hospital. Please note that it is extremely important that the testing process must start with:

- 1) an order from the first responders Primary Care Physician (PCP); or
- 2) an order from the first responder's department's Employee Health provider; or
- 3) as part of a visit to the emergency department

Process:

- 1) First Responders requesting testing and who are displaying signs/symptoms consistent with the CDC guidelines for testing (fever, cough, shortness of breath, exposure to a presumptive positive or positive COVID-19 patient, +/- travel to locations where COVID-19 is prevalent) should first obtain an order for testing from their PCP or their department's Employee Health professional.
- 2) First Responders can then contact any Steward Hospital to arrange testing. Most testing can be done through the outpatient process. Some Steward sites have "drive through testing" and others have refined outpatient testing procedures for COVID-19. To better understand your particular site's process please **speak directly with your Steward EMS Manager** who can help guide first responders through this process.
- 3) When arriving for testing, please be certain to either wear a surgical mask or obtain one from our staff to wear.
- 4) As with any patient requesting care, our Emergency departments remain available 24/7 to see any first responder requesting testing. Please note, ED's may come with co-pay requirements so we encourage first responders to start with your PCP/Employee Health first to not incur this expense.

Results:

Turnaround time varies, but is typically between 24-72 hours. Once a result is received, notification is made to the ordering physician and in many states, for positive results, to the

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Department of Health. It is important to remain in touch with whoever ordered the test in order to get timely results.

Please keep in mind that in this dynamic environment the process for testing and turnaround times can change day to day and it's important to remain flexible during these very challenging times.

Respectfully,



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