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# FREQUENTLY ASKED QUESTIONS GUIDE FOR COUNTY EMPLOYEES

## COVID-19 VOLUNTARY EMPLOYEE TESTING

HUMAN RESOURCES  
SAN JOAQUIN COUNTY



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***COVID-19 is an evolving pandemic. Information contained in this document may be updated as needed. Although not intentional, answers may change due to informational updates from Federal, State, and County agencies.***



Employee wellness and safety is of the utmost importance to San Joaquin County. In this swift moving environment that the COVID-19 crisis has created, County Departments must remain both diligent and flexible to address the needs of both its employees and the community. Human Resources has created the following guide to answer some frequently asked questions employees might have regarding voluntary employee COVID-19 testing.

## **VOLUNTARY TESTING INFORMATION**

### **1. Who can take the County Employee COVID-19 test?**

- Testing is available at no cost to current County employees. The employee's household members and/or family members are not eligible for free testing. An employee is entitled to one (1) free test only.
- This test cannot be administered to employees who have COVID or COVID-like symptoms. If an employee is experiencing an illness similar to or related to COVID, the employee is to notify their supervisor and contact your medical provider immediately for guidance.
- Employees are required to sign a release of information for the County's Human Resources Division to receive test results. Results will be used only if there are exposures to assist with notification or to assist with information sharing between the employee and vendor while maintaining Health Insurance Portability and Accountability Act (HIPAA) confidentiality. This form will be available at the test site.

### **2. What should I know about privacy?**

- San Joaquin County will ensure the privacy of employees taking a test. Test locations have been chosen and designed in order to mitigate interactions with other county staff and to support the privacy and confidentiality of test takers.
- Testing sites and sign-ups are administered by a third-party vendor. The vendor, Stem Express, will keep the information confidential and will only share results with San Joaquin County's Human Resources Division.
- San Joaquin County Human Resources staff will be on site during testing days to support logistics of the testing process.

### **3. Where are the tests being administered?**

- The County is considering various locations for outdoor testing sites. The COVID-19 employee survey regarding testing showed 68% interest in downtown core locations. The first walk-up site will be located in the downtown core area.
- In October, additional sites will be arranged for Departments near East Hazelton Avenue, French Camp, SJGH/Clinics, and other locations.



**4. Who is going to test me and who gets my results?**

- The vendor facilitating the test sample is Stem Express. Stem Express will notify employees of their results via e-mail. Results will also be sent to Cal Ready as part of the California Department of Public Health protocols and to San Joaquin County's Human Resources Division.
- Employees are required to sign a release of information for the County's Human Resources Division to receive test results. Results will be used only if there are exposures to assist with notification or to assist with information sharing between the employee and vendor while maintaining Health Insurance Portability and Accountability Act (HIPAA) confidentiality. This form will be available at the test site.

**5. What do I need to bring with me for the test?**

- You are required to:
  - Present a government issued I.D. such as a California Driver's license or U.S. Passport.
  - Present your San Joaquin County issued I.D. as proof that you are a San Joaquin County employee.
  - Have the printed laboratory requisition form generated from the on-line appointment request.
  - Sign a release form for the County's Human Resources to receive your results.

**6. I'm an employee and I want to take the test. Can I take this on County time?**

- Yes, County time will be allotted to take the COVID-19 walk-up or walk-in test near the employee's work sites. **Employees must share the scheduled test time with their Department designee (supervisor, manager, etc.) and obtain approval in advance.**
- It is anticipated that time off needed for testing is minimal (approximately 15 minutes).



## TESTING SIGN UP & LOCATIONS

On-line appointments will be made in coordination with available locations and will be limited based on availability of testing kits. It may be necessary to check periodically for availability. Updated notifications will be sent to employees when new blocks of times and locations become available. ***Employees should sign up for locations within walking distance of their assigned work locations.***

### 1. Where do I sign up to take the test?

- You can schedule an appointment through the Stem Express secure website at <https://sanjoaquincounty.setmore.com/>. The secure site is established by Stem Express through a web portal service company called Setmore.
- The on-line appointment process requests demographic information that should take no more than five minutes to complete. There are 7-10 questions. Enter and review your information carefully. There will be various time slots available, and you will choose the best time that works for you and your Department.
- The on-line scheduling will also give a link to a laboratory requisition. Results will be sent to the e-mail address listed on the lab requisition form (consider using a personal e-mail address to receive your results). **You must print and bring the laboratory requisition with you to the appointment.**
- After the on-line sign up is complete, you will receive an e-mailed date, time, and location confirmation.
- County time will be allotted to take the COVID-19 walk-up test near work sites. **You must share the scheduled test time with your Department designee (supervisor, manager, etc.) to assure that service coverage continues uninterrupted.** The time off for testing should be minimal (approximately 15 minutes) as testing is available for walk-up near work locations.

### 2. Do I need a scheduled appointment or can I just walk-up for a test?

- Appointments are necessary. Drop-ins will not be accepted.
- You will need to refer to the Stem Express scheduling link to schedule an appointment.

### 3. What should I expect when I arrive for my appointment?

- The walk-up test site will have directional signs (entrance, exit, etc.). San Joaquin County Human Resources staff will be available to direct employees where to enter during scheduled appointment.



- Supporting documents will be needed. Be prepared to present the following: Driver's License, County identification, and the laboratory requisition form. You will be asked to sign the County release form at the test location.
- You will be directed to a technician who will take samples from two swabs. One swab (viral impact media) will be used for each nostril. The second swab will be used to swab the throat.
- The swabbing should be a two to three minute process.
- At the walk-up site, social distancing, masking, and other preventative measures will be followed.
- There is a small testing window for appointments. It is imperative that you show up no more than five minutes early for your designated test time.
- If you are more than five minutes late, you will need to reschedule. Please do not enter the test location if you are late.

## RESULTS

### 1. How do I receive my results?

- Test results will be delivered to the email address entered when signing up through Stem Express. If the results are returned as undeliverable, Stem Express and Human Resources will make every effort to contact you through your Department while maintaining confidentiality.
- Results will not be given verbally and can only be given in writing to the email address on file during the sign up process.

### 2. When will I receive my test results?

- You should receive your test results via email within 72 hours from your test date. The result will come from Stem Express.
- Notifications will include participant and testing information. The result section will note whether SARS-CoV-2 is "Positive" or "Not Detected."
- Results will be sent to Cal Ready as part of the California Department of Public Health protocols. This includes reporting to the County you reside in.
- If you have questions about your results, you may e-mail [COVID19employeetesting@sjgov.org](mailto:COVID19employeetesting@sjgov.org).

### 3. What do I do if I receive a negative result?

- If you receive a negative result, you should continue to abide by guidelines set forth by Public Health Officials to mitigate exposure. This includes but is not limited to social distancing, washing your hands regularly, avoiding public



gatherings, sanitizing commonly touched surface areas, wearing a mask when appropriate and monitoring your health.

#### 4. What do I do if I receive a positive result?

- In the event of a positive result, you should contact your health care provider immediately for guidance.
- If you test positive, you will receive a phone call from Stem Express physician with medical recommendations.
- You should not report to work, **but notify your supervisor and/or Department designee immediately**. Be prepared to let your supervisor know of anyone you may have come into direct contact with while at work.

#### 5. What if my test result is inconclusive?

- In the event of an inconclusive result, Stem Express will test the sample two times. If the second continues to be inconclusive, the Stem Express physician will give a recommendation.
- You should contact your personal health care provider immediately for guidance.

## GENERAL QUESTIONS

### 1. What can I do to keep myself safe?

- The County strongly recommends following precautions released by subject matter experts such as the CDC and Public Health Organizations.
- Here's a list of links you can review for more information
  - CDC <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - California Department of Public Health <https://www.cdph.ca.gov/>
  - SJC Public Health <http://www.sjcphs.org/>
  - SJC Office of Emergency Services <http://www.sjready.org>
  - Department of Labor <https://www.dol.gov/agencies/whd/ffcra>
- In general, employees should always practice the following:
  - Social distance by maintaining more than 6 feet or more from other people
  - Frequent hand washing with warm water and soap for at least 20 seconds
  - Use of sanitizer, if hand washing is not available
  - Frequent disinfecting of work surfaces and commonly touched areas
  - Stay home if you are sick
  - Adhere to State and local Notices and Orders



- Wear a mask in common areas and when outside of your designated office or cubicle

**4. I might have been exposed to someone who has COVID-19. What should I do?**

- If you have been exposed to COVID-19 or experiencing symptoms, notify your supervisor and contact your healthcare provider immediately for guidance. . It is up to your doctor to determine the next best steps for your individual situation. Be prepared to provide information to your doctor's office over the phone.
- If you are not experiencing symptoms and have concerns about exposure, you should not take the County Employee test. Instead, you should follow the guidelines as outlined in the Employee Health Guidance for General Employees (06/23/20) that can also be found at [https://www.sjgov.org/covid19/hr/ee\\_health\\_protocol\\_-\\_update\\_06-23-20.pdf](https://www.sjgov.org/covid19/hr/ee_health_protocol_-_update_06-23-20.pdf)

**5. Who can I call if I have more questions about COVID-19?**

- You can also review information at these following websites:
  - CDC <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - California Department of Public Health <https://www.cdph.ca.gov/>
  - SJC Public Health <http://www.sjcphs.org/>
  - SJC Office of Emergency Services <http://www.sjready.org>
  - San Joaquin County Home Page <http://www.sjgov.org>
  - You may contact San Joaquin County Public Health at 209-468-3822.

**6. If I have more questions about COVID-19, can I contact Human Resources?**

- Yes, Human Resources is working hard to provide updated information as they arise. Please understand that some information could change due to the dynamic nature of the COVID-19 pandemic.
- You can submit an email inquiry to: [SJCCOVID19employeeinfo@sjgov.org](mailto:SJCCOVID19employeeinfo@sjgov.org)
- You can also check Human Resources' website designated for COVID-19 information: <https://www.sjgov.org/covid19/employees>

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