

To organizations and agencies interested in requesting antigen tests, please see the following common questions and answers:

How do we request tests?

Tests can be requested by completing the COVID-19 Antigen Test Request Form via the following link: <https://www.surveymonkey.com/r/YJTH9S9>

Please note: Shipments are sent out on a weekly basis and can take up to 3 weeks from the time of your request to arrive at your location.

Are tests still usable and reliable if the expiration date on the box has passed?

The California Department of Public Health (CDPH) endorses the use of these tests beyond their expiration dates, as long as the internal control line of the test is clear to see when using the test and is the same color as indicated in the test instructions. To review their memo and see other test brands covered under this extension, see the link:

<https://testing.covid19.ca.gov/wp-content/uploads/sites/332/2022/03/Temporary-Extension-At-Home-Test-Expirations.pdf>

What criteria does our organization need to meet to receive tests?

Your organization must serve lower income communities/individuals who have experienced hardships due to COVID-19. We do not send tests to organizations or clinics that have other governmental resources for requesting antigen tests.

Who can we give these tests to?

Ideal uses for the tests include handing them out to community members, patients, clients, and visitors to facilities. If you are a congregate-type care facility, you can use these tests to test visitors or residents with in and out privileges. The tests are not meant to be given out to staff or used for testing staff at workplaces.

How will community residents know what to do if they test positive?

Testing pocket cards are included in the cases of tests that we send to you, for distribution with the tests. The cards are double-sided, English and Spanish, and have guidance on when to test and what to do if the user tests positive.

Are there tracking and reporting requirements?

There are no tracking or reporting requirements for individuals testing themselves or their families, though we strongly encourage that individuals report positive test results to DPH by calling 1-833-540-0473 between 8:00am - 8:30pm.

Exception: SNFs and Congregate Living Health Facilities that are using over-the-counter tests to test their residents, staff, and visitors, must report positive test results:

<https://dphredcap.ph.lacounty.gov/surveys/?s=NPCMWX89WK>. If not done so already, the facility must complete a one-time registration before using the reporting form:

<https://redcap.link/lacdphpoctregister>

What type of tests will we receive and how are they packaged?

Test types vary according to availability and our inventory. Each test brand is packaged differently in terms of how many tests are in an individual box, and how many boxes are in a case. Test brands we have access to are iHealth, Flowflex, Boson, and Inteliswab.

How many tests can we request?

When filling in the online request form, there will be guidance on the minimum number of tests that can be ordered. The minimum changes according to which test type we have in inventory and how they are packaged. If there is any issue with supplying the amount that you entered, we will contact you.

Can additional tests be requested?

Yes, you are welcome to complete the survey again to request more tests. We ask that your organization only complete the survey once per week. The survey will remain open for as long as there is inventory.

How will the tests be delivered?

Please note that tests cannot be delivered to someone's home nor to a P.O. Box. Typically, tests are delivered via UPS; however, depending upon the number of tests, a non-UPS delivery truck may deliver the tests on an agreed-upon date. If your tests are delivered via delivery truck, your organization must have a loading dock or access to a warehouse. Also, the delivery truck staff will not unpack/breakdown any pallets of tests that are delivered.

What if we need the tests as soon as possible because of an active outbreak, or by a specific date for an event?

At the end of the survey, there is a notes section where you can state if there is an active outbreak onsite or provide an event date. We will do our best to rush the order.

If our facility is not open on the date of delivery, can the test kits be delivered on another day?

We are unable to specify an exact date of delivery by the UPS carrier. If no one is at the location to accept the delivery, the carrier will either leave cases of tests by the door of your facility or leave a note to pick up the tests at a UPS location. If the tests are not picked-up, they likely will be sent back to our warehouse.

Can a tracking number be provided for the delivery of the tests?

No tracking number is provided ahead of time. If there is an issue with your delivery of tests and you have not received the tests within the time frame we specified, you can contact us at nCovid-tlt@ph.lacounty.gov.

How should the tests be stored?

The tests should be stored at room temperature with no other special instructions.

Whom do I contact with additional questions?

Send any additional questions to: nCovid-tlt@ph.lacounty.gov