

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH**  
**OVER-THE-COUNTER COVID-19 ANTIGEN TEST DISTRIBUTION**

**FAQs (FREQUENTLY ASKED QUESTIONS) FOR TK-12 SCHOOLS**

**How do we request tests?**

Tests can be requested by completing the COVID-19 Antigen Test Request Form via the following link (available in English and Spanish): <https://www.surveymonkey.com/r/COVID19-Test-Request-Schools-Childcare>

Please note: Shipments of tests come from our warehouse partner, Concordance Healthcare Solutions. Delivery can take up to 2 weeks from the time of your request to arrive at your location. Once your test request is processed, you will receive an email from us with additional information and an estimated delivery date.

**Who can receive these tests?**

TK-12 students and staff can be provided with tests for at-home testing.

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

Most at-home tests can be safely used past the date on the box. Check the [FDA's At-Home COVID-19 Test page](#) to see if the expiration date of your test kit has been extended. Note: the expiration date on the box is printed as year-month-day. For example, 2023 11 20 means November 20<sup>th</sup>, 2023. For details on FDA-extended expiration dates, see this self-test webpage:

English: [ph.lacounty.gov/covidselftest](http://ph.lacounty.gov/covidselftest)

Spanish: [ph.lacounty.gov/autopruebascovid](http://ph.lacounty.gov/autopruebascovid)

**How will someone know what to do if they test positive?**

For information on what to do after testing positive, including isolation, masking, informing close contacts, and treatment, see the following webpage:

English: [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation)

Spanish: [ph.lacounty.gov/covidisolationsspanish](http://ph.lacounty.gov/covidisolationsspanish)

**Are there tracking and reporting requirements?**

Individuals and families should be asked to report positive results to schools, but there is no requirement for individuals to report test results directly to DPH. Schools are still required to report clusters of 3 or more linked COVID-19 cases. Please see the [LA County COVID-19 Reporting Requirements Health Officer Order](#) as well as our [COVID-19 Prevention and Response Guidelines in Education Setting](#) for additional information.

**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. The test brand we usually have access to is [Inteliswab](#) (2 tests per box, 24 boxes per case of tests).

## **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. Please aim to keep in stock only the number that can be distributed ahead of the FDA-extended expiration date. Information on COVID-19 antigen self-tests beyond their expiration date can be found above or [here](#).

## **Can additional tests be requested?**

Email reminders to place test orders will be sent on a quarterly basis and at least one month ahead of major holidays/school closures. However, schools are welcome to order as frequently as needed. You will receive an email 2 weeks before the ordering deadline. If you are experiencing an outbreak, you may order additional tests using the same link.

## **How will the tests be delivered?**

Deliveries are Monday through Friday between 8am-5pm. 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. The delivery truck staff will not unpack or breakdown any pallets of tests that are delivered. For orders greater than 912 tests, pickup from the Concordance warehouse may be possible. Please indicate this option in the notes section at the end of the survey.

## **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 question where you can state if there is an active outbreak onsite and we will do our best to rush the order. **If you have an upcoming event, please make sure to submit your request for antigen tests at least three weeks in advance.** We are not able to guarantee that the tests will arrive on time due to UPS or other carrier delays.

## **If our school or 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 the address provided or leave a note to pick up the tests at a UPS location. If the tests are not picked up after several attempts, they 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](mailto: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 related to antigen tests to: [nCovid-TLT@ph.lacounty.gov](mailto:nCovid-TLT@ph.lacounty.gov)

If you have questions that are not related to antigen tests, please contact Ariella Ortiz, at the DPH Education Section Unit (Office of Planning, Integration, and Engagement): [DPH-Education@ph.lacounty.gov](mailto:DPH-Education@ph.lacounty.gov)