

EMPLOYEE COVID-19 Screening and Testing FAQ

Updated on 3/23/2020

COVID-19 testing for employees began on Friday, 3/20. Below are answers and guidance for frequently asked questions in regards to the employee testing process. If your question is not answered below, please submit it to covid-19@dhha.org.

- **What should I do if I feel like I have symptoms of COVID-19 (fever, cough, shortness of breath)?**
 - If you are at work, notify your supervisor immediately
 - Go home and self-isolate
 - Take the COVID-19 Employee Testing Survey at <https://dhharedcap.ucdenver.edu/surveys/?s=XWRE9TJPL3>
 - The survey will provide guidance on your next steps

- **Can I take the survey on my smartphone or home PC?**
 - Yes. If you are not on the Denver Health network, you can find the survey on the [external Denver Health COVID-19 website](#)

- **Where do I find the COVID-19 Employee Testing survey?**
 - Here is the link to the survey - <https://dhharedcap.ucdenver.edu/surveys/?s=XWRE9TJPL3>
 - You can access the survey link through the COVID-19 email that was sent out on Wednesday 3/18
 - You can access the survey on the [PULSE COVID-19 subsite](#)
 - You can access through the [external Denver Health website](#)

- **How will I know if my survey was submitted successfully?**
 - When you have finished the survey you must **click on submit** at the very end of the last page
 - You will receive a confirmation email sent to the email address you submitted in the survey

- **Do I have to provide a DH email address?**
 - No, in fact it is best to provide an email address that you have access to 24/7

- **Does the confirmation email get sent to MyChart?**
 - No, the confirmation email will be sent directly to the email address you provide within the survey

- **Should I go to the AUCC or COSH to get tested if I am high risk or recommended for testing?**
 - No. It is most important that you self-isolate and follow the instructions you receive
 - AUCC and Urgent Care are not testing employees unless they meet criteria for admission to the hospital
 - COSH is not testing at their location at this time

- **What if I live with someone who tests positive?**
 - Take the COVID-19 Employee Testing Survey for guidance

- **What if I take care of someone who tests positive and did/did not wear the correct PPE?**
 - Take the COVID-19 Employee Testing Survey for guidance – the survey has the ability to assess your specific PPE use and provide recommendations based on your situation



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- **Will my coworkers and patients I cared for be notified if I test positive?**
 - You should notify your supervisor immediately if you test positive for the virus
 - Your supervisor will work to both protect your information and support your team
- **Will I be notified if my coworker tests positive for the virus?**
 - You may be notified that a coworker has tested positive for the virus, but confidentiality is still protected
- **Will I get paid if I have to be off for a long time with COVID-19?**
 - For Negative results our regular PTO policy applies and you can use PTO or take unpaid leave until you are well or, if available, you may discuss a work from home option with your supervisor
 - For Positive results, Denver Health will provide 5 days of pay to help until Short Term Disability goes into effect on calendar day eight. Where it is possible, a work from home option can be explored. If you are unable to work, this absence will not count against your attendance. Please contact the LOA office at LOAFMLprocess@dhha.org if you are testing positive or have additional attendance policy questions.
- **What should I do if I know my coworker tested positive for Corona Virus?**
 - Monitor your symptoms often and adhere to your area PPE protocols
 - If you have concerns or develop symptoms take the COVID-19 Employee Testing Survey
- **If I am scheduled for a COVID-19 test, where do I go to get my test?**
 - You must complete the COVID-19 Employee Testing Survey to be considered for testing at this time. Be sure you click submit at the very end of the survey when you have answered the questions
 - Follow the instructions you receive from the survey
 - If testing is indicated and tests are available, you will be called and scheduled for an appointment to test
 - When your test is scheduled you will receive instructions on where to go to be tested
- **When I have been tested, will my results show up in MyChart?**
 - Yes – test results are generally available on MyChart within 24 hours of being tested
- **How do employees get on the “testing” list?**
 - The testing list is based on submissions from the COVID-19 Employee Testing Survey
 - COSH providers will review the COVID-19 Employee Testing Survey data daily to generate a list of employees for next day testing
 - The list of employees recommended for testing is prioritized based on organizational need
- **I haven’t received a call to be scheduled for a test but my Survey told me I met testing criteria. Why didn’t I make the list?**
 - Due to the limited amount of test supplies, only a certain number of tests are available for employees each day. If you meet testing criteria and are patient facing staff, you are on the first tier of employees who will be tested. Where you are on that list depends on when you completed your survey. For example, if you met testing criteria, are patient facing, and filled out your survey 6 hours before a coworker in your same department, then you would be ahead of your coworker on the testing list



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- **What will happen if one department is hit harder than another with sick employees?**
 - COSH is working with the COVID-19 Incident Command Center through the labor pool to prioritize departments who are losing a disproportionate part of their workforce and, if possible, need to be back to work sooner than another department
 - During the testing period, you may notice this if entire departments are “jumping” the line to be tested. We will continually reevaluate the organizations needs to provide both the best care to our employees and our patients as we move forward in this pandemic

- **If my survey result shows that I met testing criteria, what do I do? What are the next steps?**
 - Make sure to keep your phone next to you at all times. We will be reaching out to you to schedule an appointment time for testing.
 - During this time when we have a significant amount of employees on our list, please know that we are constantly reevaluating what the organization needs and reviewing the lists. Due to the large amount on our list at this time with limited tests, it may be 48 hours until we call you regarding a test from the time you take your survey
 - When you are contacted by COSH, we will schedule an appointment time (10 min time window) for our drive-up employee testing location. When you pull in to the drive through area, we review your ID (driver’s license or badge) and insurance card and then perform a quick nasal swab

- **When and how do I get my results?**
 - Results will appear in your MyChart within 24 hours.

- **What if my test is negative?**
 - You can return to work 24 hours after your fever is gone without using fever-reducing medications and your symptoms have improved

- **What if my test is positive?**
 - You may return to work when you have been fever free (<100.4) without fever reducing medications for greater than 72 hours AND symptoms (cough, shortness of breath) have improved
 - Notify your Supervisor
 - Notify the LOA Office at LOAFMLprocess@DHHA.org
 - When you are ready to return to work, call the COSH clinic at 303-436-7155 and schedule a COVID+ Return to Work appointment. This will be a 10-20 minute telephone visit with one of the COSH clinic providers who will assess your symptoms and provide you clearance to return to work

- **What if I don’t get tested but my survey said I met testing criteria?**
 - You may return to work when you have been fever free (<100.4°) without fever reducing medications for greater than 72 hours AND symptoms (cough, shortness of breath) have improved with a minimum of 7 days from the start of symptoms



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