



[Denver Health Updated Employee COVID-19 Testing Questionnaire FAQ](#)

[Goes into effect January 20, 2022](#)

Infection Prevention and COSH have worked together to refresh our COVID-19 [Employee COVID-19 Testing Questionnaire](#). The questionnaire has been updated to reflect all current guidelines and recommendations based on employee feedback, science, and changing guidance.

When should I fill out the questionnaire?

Denver Health encourages all staff to take the questionnaire within 24 hours of feeling sick so that we can properly screen you to see if testing is necessary and get you scheduled as quickly as possible. We will continue to offer employee testing during the first 5 days of symptoms (the current recommended isolation period).

As a reminder Denver Health’s return to work criteria after COVID infection is as follows:

Denver Health employee return to work criteria after COVID-19 infection

	Symptomatic	Asymptomatic (no symptoms)
Vaccinated and/or boosted	5 days^a	5 days
Unvaccinated	7 days^a	7 days
Immunocompromised	20 days^a	7+ days with a negative home antigen test

^a Employee must also have no fever for at least 24 hours without the use of fever-reducing medication (acetaminophen [Tylenol] or ibuprofen [Motrin, Advil, etc]). They must also either have no symptoms or improvement in symptoms.

Is Denver Health testing exposures or asymptomatic individuals?

No. At this time, due to limited supply, Denver Health is not testing exposures or asymptomatic employees. However, if you need testing you can contact the travel and immunization clinic for an out-of-pocket paid test. Call 303-602-3520 to schedule an appointment.

What if I test positive at home with a Rapid test, what are my next steps?

Home tests are sufficient to qualify for leave. However, these results must still be reported in the [Questionnaire](#) simply by filling it out.

When opening the questionnaire, you will be asked if you have had a positive Rapid home test and that will be sufficient for reporting.

At this time Denver Health does not require a repeat test to be completed in our laboratory. However, Denver Health does reserve the right to request a verification test if needed.

What time period do I have to qualify for a test?

The first five days of symptoms. Because of changes in the recommended isolation periods, it is no longer necessary for employees to be tested beyond 5 days of symptom onset unless the result would change treatment options.

** Employees at high risk of severe COVID illness based on age or medical conditions may qualify for treatment if within 10 days of symptom onset.

Who makes the determination for my questionnaire?

We have a team of staff who review all employee questionnaires and they work between 7:30 AM and 5:30 PM Monday - Sunday.

During these hours our questionnaire staff will be placing orders in EPIC, calling employees for scheduling and following up on results. Please note that no outreaches or orders for COVID testing will be placed outside of these hours.

Is self-scheduling available via MyChart?

Yes. Self-scheduling for a COVID test for employees is now available through MyChart *only after you have qualified via the questionnaire and your doctor has placed an order.*

Once you fill out your questionnaire, one of our staff members will be placing an order into EPIC. We ask all employees to utilize this process for scheduling their COVID-19 testing appointment. This is the most efficient way for us to get all employees scheduled as quickly as possible.

** If your MyChart is inactive, the password doesn't work, or you have other challenges getting into your MyChart account please call the help desk at 303-436-3777 to get assistance.

** If you don't have a MyChart account you can call 303-602-8001 to get a new account set up. Get connected to make sure you have access to schedule your appointment and get your results.

If I am recommended for testing where do I go?

Please review your appointment on MyChart for the location.

COVID testing is now available in the Pav L (OMC) Laboratory and at the Lowry Laboratory. Please remember that you must have an appointment to be tested. There will be no exceptions. Our laboratory staff cannot place an order for COVID testing and they cannot schedule staff for an appointment as they don't have access in EPIC to do either.

If you present to the laboratory and you are not scheduled for a COVID test you will be redirected to take the questionnaire and to schedule an appointment through the normal process.

Why do we still require an appointment for testing?

The reason that our laboratory requires an appointment for your COVID-19 test is because we are working very hard to space out our testing appointments to ensure that we can maintain social distancing and a safe environment for all of our patients.

For this reason, we ask that you show up exactly on time for your appointment so that we may take you right back to one of our treatment rooms for collection.

If staff are arriving early for their appointment they will be asked to leave and come back at their appointment time. Please help us maintain a safe space within our waiting room and allow for social distancing by adhering to this request.

How is Denver Health working to get more tests?

Our laboratory department is working hard to add additional testing sites over the next month to offer more convenient locations to receive a COVID test. As new locations are added they will also require an appointment. All locations will be available for scheduling through my chart. Thank you for your patience as we work hard to expand our testing capacity.

The laboratory is committed to making sure we have testing access for our staff. When you are scheduled for COVID test through the questionnaire process you will have access to schedule into our DH employee only appointments. We recognize that testing demand is high, and you are a priority.

How long will it take to get my results back?

At time of collection all employees' tests are bundled together and placed on the next scheduled testing run. The lab is working hard to get our employees their results as fast as possible. Turnaround time from collection to result is around 16 - 18 hours.

How do I get my test results?

You should log into your MyChart account to look up your results which will be available as soon as they are processed by the lab. For employees who have not reviewed their results in MyChart our team will call you within 24 hours.

Will my manager receive a notification that I have tested positive and need to isolate?

If you took the COVID-19 employee screening questionnaire and were tested through our Denver Health laboratory, COSH will notify you and your manager that you have tested positive and that you need to isolate for 5 days from symptom onset assuming that your symptoms are improving and that you are fever free for 24 hours. Included in the notification email will be the return to work guidelines and the LOA form you should fill out. All email notifications will go out within 24 hours.

As a reminder, you are not obligated to inform co-workers of your test results, nor can a manager do so without an employees approval.

What is the process for leave once I know I've tested positive?

Information about the Healthy Families and Workplaces Act (HFWA) is available on the [Leave of Absence Center subsite](#) which includes the presentation from the January 11 Leadership Huddle. The presentation walks managers and employees through their options for leave, how to apply in their time card and other frequently asked questions.

You can view the full [HFWA policy here](#).

Employees who have missed work due to a COVID-19 related reason must submit [this application](#) to the Leave of Absence office email, LOAFMLProcess@dhha.org.

Where can receive at-home test?

While Denver Health doesn't have the capacity to hand out at-home rapid tests to employees, staff are encouraged to fill out the form [linked here](#) that will send 4 free tests per US Household.

What if I have questions about my questionnaire results or the process?

Please contact [COSH](#) with those questions.