



COVID-19 Testing Policies

Turnaround Time for PCR & Antibody Tests

Labs are averaging a 2-4 days turnaround time; however, Compass **cannot** guarantee results will be back within any specific timeframe. Turnaround time is dependent on national demand and lab testing capacity.

Notification of Test Results

Rapid Antigen Results: Within 1 hour by phone if positive or by email if negative.

Negative PCR Results: Patients will be notified of negative test results by email. Check spam/junk mail folder regularly. Please allow 4 full days to pass before calling about test results.

Positive PCR Results: Patients will be notified of positive test results by telephone call. Compass is then required to notify the local health department and the Oregon Health Authority. The health department will contact the patient with further instructions.

Testing for Travel

It is the patient's responsibility to verify which COVID-19 test is needed for travel to their particular destination. Compass **cannot** guarantee test results will be back in time for travel.

Same Day Cancellation/No Show Fee

A 50% visit fee will be charged for all same day cancellations or no shows. COVID-19 test appointments are in high demand; therefore, we ask that patients make as few schedule changes as possible.

Payment

Compass charges a nominal fee for COVID-19 testing. This fee partially offsets the cost of testing supplies and labor expenses.

PCR Test Lab Fees for Uninsured: The lab offers a reduced test price for the uninsured while the Cares Act is in effect. Uninsured patients will receive a separate bill from the lab.

PCR Test Lab Fees for Insured: If you have insurance, you must furnish us with a copy of your card to send to the lab. Labs will accept whatever amount your insurance covers without charging you the difference while the Cares Act is in effect.

Rapid Antigen Tests: No outside lab fees apply. Done in house.

Please note:

- Clinic fee is due prior to testing.
- Compass does not bill medical insurance and is not in-network with any insurances.
- Compass does not receive any federal or state funding to cover COVID-19 testing.
- Compass will provide patients with a detailed receipt for submission to private insurance upon request.