

Coronavirus (COVID-19) Testing and Home Care

Fenway Health

Testing and Home Care:

You are being tested for COVID-19 (coronavirus). This information will help you take care of yourself, your family and any close contacts while you are waiting for results.

Test Results:

Results will be available 2-3 days after you are tested. If you have not been contacted, it is because your result is not yet available. If you are a primary care patient at Fenway you will be able to see your results on the Fenway Portal. Text messages are sent out to patients who have negative test results.

You can also create an account with Quest Diagnostics to see your results by going to <https://myquest.questdiagnostics.com/web/home> and click on "Create Account"

Taking care of yourself:

There is no specific treatment for coronavirus at this time. As with other illnesses, the best thing you can do is rest and make sure you drink enough fluids. If you have fever or pain, use Tylenol (acetaminophen) first. If Tylenol is not working you can also use NSAIDs (ibuprofen, naproxen, or other non-steroidal anti-inflammatories) as long as your doctor has not told you to avoid NSAIDs. You can also take other prescribed medicines unless you have been told not to. Do not take any medicines unless they are prescribed to you.

If you have symptoms, please stay home until your test result comes back. Until you receive your test results, or until your symptoms are completely gone, please follow the advice below:

- **Stay home.** Do not leave your house except to get medical care. Do not go to work, school, public places, or stores. Do not use public transportation, like the bus or subway. Do not invite friends or family over unless absolutely needed.

- **Seek medical care.** Over the next few days, you may feel better, but there may be days you feel worse. If you or a member of your household develops fever, cough, or shortness of breath, they should call their primary care team. If you think you need a visit, please call your primary care team before going to the emergency room. They will be able to give you advice over the phone. In an emergency, always dial 911.

- **Stay safe.** Stay in one room of the house by yourself. Keep the window open if you can. Use a separate bathroom if you can. Wash your hands frequently with soap and water for at least 20 seconds. Avoid touching your face, mouth, eyes, and nose. Cough or sneeze into a tissue.

- **Keep things clean.** Do not share kitchen items (dishes, cups, silverware) or towels/bedding with others. Clean any surfaces you touch like doorknobs, bathroom faucets, toilets, phones, lamps and light switches at least once a day.

Your family and close contacts: People you live with or work with closely are at risk for Coronavirus if you have it. Your household members should stay home for 14 days from your first day of symptoms. They should not go to work or school. If you were at work or elsewhere while you had symptoms, people you were in close contact with (like sharing an office) should stay home for 14 days too.

Billing Questions: You should not receive a bill for COVID-19 testing but if you do you can resolve the bill by following these steps:

STEP 1: Contact your insurance company to find out if there was an issue with how they processed your claim. Explain that you received a bill for COVID 19 testing.

STEP 2: If you are not able to find a resolution through your insurance company, follow up as below:

1. If you received an unexpected bill for your COVID 19 test, please call the Quest Diagnostics lab at 833-209-8311.

2. If you received an unexpected bill for your COVID 19 telehealth visit, please call the Fenway Billing department at 617-927-6050.

Additional Questions

1. If you have questions regarding your medical care and you receive your primary care at Fenway Health, please call the medical department line at 617-927-6300 and ask to speak to a member of your care team.

2. If you have questions regarding your medical care and you do not receive your primary care at Fenway Health, please call your primary care provider. If you do not have a primary care provider and would like to establish care at Fenway Health, please call 617-927-6000 to set up an appointment