COVID-19 Testing Process Information Sheet

May 27, 2020

The purpose of this information sheet is to provide an update about the COVID-19 testing process in Wisconsin (see webinar link here). The goal is to increase testing. Healthcare providers can obtain free testing supplies, then send specimens to any Wisconsin reference laboratory for results.

Ordering Testing Supplies

COVID-19 testing supplies are available at no charge to qualifying Wisconsin hospitals and clinics, tribal health centers, and skilled nursing facilities. Testing supplies include room temperature collection kits, refrigerated collection kits, and Exact Sciences collection kits.

- To place an order, go to the State of Wisconsin web portal: https://covid19supplies.wi.gov/Testing.
- Supplies are shipped via UPS Monday through Friday and typically arrive within 5 business days. When your order is ready for shipment, you will receive an email confirmation with tracking number.

Specimen Collection and Transportation

- There must be an ordering provider for testing.
- Collect specimen and keep refrigerated for lab transport (see collection best practices here).
- Use Gold Cross Courier Services free of charge for lab transport:
    - Request services by 12:00 noon for same day pickup. Contact dispatch at 715-839-9989 or through web portal: https://www.goldcrossx.com/clientportalhttps://www.goldcrossx.com/clientportal
    - Be ready with the following information: your closing time, contact name, phone number, destination lab (e.g., Exact Sciences), approximate pick up time, and number of test specimens.
    - If using Exact Sciences lab, use their guidelines (see below) for complete and accurate specimen packaging. For example, packaging must be labeled "From: [facility name]" and "To: Exact Sciences."
- Specimens will be delivered to Exact Sciences the next day. Alternatively, you may use your own courier service or staff at your own cost to transport tests to Exact Sciences. Please follow best practices for test specimen packaging and shipping.

Using Exact Sciences Laboratory Services

Exact Sciences is a Wisconsin reference laboratory and has a 5-step process for COVID-19 testing:

1. Set up account with Exact Sciences.
2. Watch brief introductory video for how to successfully complete the testing process.
3. Collect specimen. Complete and submit test requisition form. For efficient processing, it is important to accurately complete all information and to submit the form electronically.
4. Deliver specimens to Exact Sciences same day of collection: 650 Forward Drive, Dock 14, Madison, WI 53711.
5. Get results. Turnaround time 72 hours from time received in lab to results made available.

If you have questions for Exact Sciences about account set-up or the testing process, contact COVID Customer Support Team via phone (844-570-9730) or email (COVIDCustomerAccountSet-up@exactsciences.com).

Test Results Lookup

Ordering providers in a health care facility can receive results electronically through EpicCare Link or contact Exact Sciences to set up an order-results interface. Providers using the Epic Electronic Medical Record may access patient test results for whom orders were not initiated at their facilities through Care Everywhere or through the Public Health Analysis Visualization and Reporting (WEDSS) web portal (see COVID-19 Lab Result Lookup sheet).

Problem Solving

If you have problems at any point in the testing process, please reach out.

- For questions about testing supplies, email Wisconsin State of Emergency Operations Center: WICOVID19TestingCollectionSupplies@wisconsin.gov
- For Exact Sciences account set-up or any other question, contact COVID Customer Support Team:
  - Phone: 1-844-570-9730
  - Email: COVIDCustomerAccountSet-up@exactsciences.com
- For questions or customer service regarding other testing labs, call the Wisconsin State Laboratory of Hygiene: 1-800-862-1013