

## **FAQs - Long Term Care (LTC) Facility Employee COVID-19 Testing Initiative - August 2020**

### **General Questions**

**Question: Is this testing required by ISDH?**

Answer: The State of Indiana is working with all skilled nursing facilities to provide the testing and expects that all LTC/SNF employees will be tested in the designated time frame during this second round of the initiative.

**Question: Is there a timeframe for testing exemption based on a previous positive? I heard only those tested positive in the last 90 days would be acceptable.**

Answer: No. ISDH came to the decision that any employee who has had a positive viral test result for COVID-19 will not be required to be retested in this initiative.

**Question: What do I do if an employee refuses to be tested?**

Answer: It is up to the employer to decide employment implications of refusing to be tested. It is recommended that the facility be able to provide proof of actions taken to minimize the risk to its residents of transmission from unidentified HCW who may be an symptomatic carrier

**Question: Where can I get more information from the State on the LTC SNF testing efforts?**

Answer: More information is available in the newsletter "Long Term Care Newsletter" which can be found at <https://www.in.gov/isdh/28476.htm>

**Question: Are staff that are minors required to go through the testing? How do we handle that?**

Answer: Yes, required and permitted for this testing. They will be required to have parent/guardian consent

**Questions: Are parents/guardians required to be present during testing of minors?**

Answers: Parents/Guardians do NOT have to be present at time of testing for minors

**Question: We are a CCRC/expanded campus/hospital embedded SNF unit. Who is required to be tested for this initiative?**

Answer: Only employees that work in the SNF/LTC area of the campus/facility are required to be tested. Employees that work in multiple campuses should be tested as well.

**Question: Do contracted workers like Hospice or Respiratory need to be tested?**

Answer: Yes. Anyone that comes into your facility and works with residents needs to be tested. Your facility is responsible for verifying that all contracted workers have been tested during the window of time designated by ISDH. For workers that visit multiple facilities, only one facility should report the workers result status to ISDH via the Gateway LTC COVID App.

**Question: For employees who are unable to be tested onsite during our Test Window, when do they have to be tested by?**

Answer: All testing needs to be completed by September 10, 2020 and test information must be entered into the Gateway LTC COVID App as soon as results are available.

**Question: We have new hires starting with us before the final cutoff date (9/10/20) but AFTER the scheduled onsite kit testing. Do they need to be tested?**

Answer: Yes. The facility needs to ensure testing of these individuals is completed before the 9/10/20 deadline. The test information must be entered into the Gateway LTC COVID App as soon as results are available.

## **Registration**

### **General Procedure**

The facility will be sent a Roster Submission Template (excel spreadsheet) via email from the Probari Outreach Team. This is the template that should be used to list all employees that need to be tested. The spreadsheet must be filled out in the manner outlined in the template, keeping first and last name separate and completing all required fields. This template should be returned to the Probari Team by responding to the email with the completed file. The Probari Team will then provide the file to ZOTEC.

Once the spreadsheet is received by the ZOTEC Team, individual employee profiles will be created for testing and the employee will be notified, via the text or email address provided, to complete the profile by answering specific questions and selecting an appointment time. The staff need to be informed to select the earliest available appointment time on your scheduled drop-off date; this determines the order in which labels are printed and *is not* the time they need to arrive for their testing. Once completed, they will be registered for testing and will have a specimen label and requisition printed on your kit delivery day.

Once ZOTEC has received the Roster Submission Template, the facilities can then use their facility level access to monitor the profile completion of all of their employees to ensure that registration is completed prior to the testing date. It is vital that the facility accurately and completely fill out the Registration Template and return to Probari as soon as possible so that ZOTEC will have sufficient time to create the individual employee profile; this takes approximately 2 days.

**Question: Can we input a landline telephone number for an employee in the Roster Submission Template?**

Answer: No. It must be a cell phone that can receive text messages. If no cell phone number is available then leave this field blank.

**Question: Some of my employees don't have a cell phone. How will they complete their portion registration?**

Answer: The person with ZOTEC Facility level account access (generally the HFA) will be able to complete the registration process manually themselves on behalf of the individual being registered.

**Question: Does the facility need to complete the Employee ID column on the ZOTEC Employee Registration Roster Template?**

Answer: Yes. This number should be whatever number the facility has given to that employee in their system. There should be no duplicate numbers for different employees. ZOTEC will randomize that number into their own system. If there is no number available, the facility can leave it blank and ZOTEC will assign a number.

**Question: Can we use the administrator/DON email for all of our employees?**

Answer: No. The email does not provide a link to registration, nor will it provide direct results. The email is only used to prompt the individual to click a link and put their personal information in to receive results. It is best to not add an email if the employee does not have one.

**Question: I have some employees who are not good with computers and others for whom English is a second language. How can I help them successfully complete the registration process once ZOTEC reaches out to have them complete their profile?**

Answer: The facility will be able to log in to the ZOTEC system and manually complete the registration for those employees directly from the site.

**Question: If an employee lives out of state, how will they register with the ZOTEC System?**

Answer: Out of state employees will be handled like in state employees for this round of testing. Submit their names along with your other employees on your registration spreadsheet.

**Question: How will I know that Probari received our completed Registration Roster Template?**

Answer: The Probari Team will send an email within 1-2 business days confirming receipt of your template. If you do not receive this response please reach out to the Probari Team.

**Question: We are having trouble with the ZOTEC website. Is there a help desk number?**

Answer: Yes, you can call ZOTEC Help Desk at 866-254-4628.

**Question: How will my facility receive our ZOTEC facility access?**

Answer: You will receive an email from [no-reply@zotecpartners.com](mailto:no-reply@zotecpartners.com) prompting you to complete a user profile. Once completed, login at [checkin.coronavirus.in.gov](http://checkin.coronavirus.in.gov) to view your facility roster.

**Question: I have some Essential Family Caregivers who come to the facility to provide care to their family members. Do I register them through ZOTEC for testing by ISDH?**

Answer: No. Only employees and contracted staff members should be registered for testing via ISDH. These individuals do need to be tested during the initiative but must be tested through an outside lab no later than 9/10/20.

## **Kit Drop off and Testing**

### **Onsite Process and Steps**

On the date/time provided for kit drop off, there will be a team of 2 National Guard persons who will arrive to reconcile the ZOTEC Registration Roster against the facilities list of individuals to be tested. They will need a point person readily available for this procedure and remains available to coordinate with the team. They will need access to electricity and an area to set up their equipment for printing the labels/requisitions.

Staff should not arrive until at least 1-2 hours after the scheduled 'drop off team' arrival time. This time will be needed for the team to get set up, reconcile registration, and print the first batch of labels; the first labels printed are for those individuals who selected the first available appointment time during their registration process. If the team finishes printing all of the labels prior to their scheduled exit time, they will leave when done printing. They will not stay beyond the exit time listed on the ISDH Schedule. The team will be able to register individuals on site; however, it is being strongly encouraged by ISDH

Leadership that all efforts will be made by the facility to have 100% of their staff fully registered prior to the team's arrival.

**Question: Are the times listed on the Drop off Schedule spreadsheet for CST facilities on CST or EST?**

Answer: All times on the spreadsheet are in Eastern Standard Time.

**Question: When can I start testing my staff?**

Answer: Once labels are printed and attached to vials, tests can be conducted. It will be the responsibility of the facility point-person to coordinate with the on-site team lead to establish a workflow process that allows for both double checking rosters to registration as well as beginning staff testing prior to completion of printing.

**Question: What is the last time that a patient can register and still have a lab requisition printed by the ISDH Kit team?**

Answer: Employees should be registered prior to the day of testing to ensure they are included on the final roster. Later additions are not guaranteed to be printed on the day of testing and the team will have to leave when their scheduled time is reached.

**Question: Can the ISDH Kit teams stay later than they are scheduled?**

Answer: No. The ISDH Kit teams are on very tight deadlines to serve other LTCs during the day.

**Question: Can the ISDH Kit teams give extra test kits or blank labels?**

Answer: No. ISDH Kit teams can only leave the exact number of test kits to match lab requisitions. LTCs should not administer any test to staff that do not have a printed lab requisition. ISDH Kit Teams cannot generate lab requisitions for staff that a LTC tests without a printed lab requisition from the ISDH Kit Teams.

**Question: If a staff member does not show up to be tested can I use their test kit on another staff person?**

Answer: No, please do not use the test kit on anyone other than the person who was registered. Unused test kits can be returned with the completed kits. The ISDH Kit teams cannot create new lab requisitions after they leave if you use a test kit on a different staff person.

**Question: What order are the labels printed in? Helpful to understand how to schedule employees to be present for testing.**

Answer: Labels are printed in the order of appointment time selected during the registration process. Please coordinate with your onsite team lead for questions related to printing procedure upon the teams arrival.

**Question: If there are errors on the labels, can we write on the label to adjust information?**

Answer: No, please do not alter the label as this may result in the specimen being rejected at the receiving lab. Please coordinate with your ISDH team lead for any labeling errors.

**Question: Can we enter placeholder date of birth or demographic information on behalf of staff?**

Answer: Please do not enter placeholder information.

**Question: Will instructions for the Anterior Nares swabs be included with the kits?**

Answer: Yes, there will be an infographic included.

**Question: Will PPE be included with the kits?**

Answer: No, PPE will not be included in the testing kit from ISDH

**Question: Will the facility be given anything to store the samples in?**

Answer: Yes, coolers will be provided to the facility

**Question: Since the specimens are being collected from the nares, can I have my employees perform their own specimen collection?**

Answer: Each employee can collect their own swab as long as they're being diligent about the collection method. The key points are going to be 1) making sure the swab gets snapped off at the indentation so that the collection end of the swab fits inside the provided sample tube; and, 2) making sure employees are pushing firmly against the inside of their nostril when running the swab around it.

**Question: How many employee tests can we accomplish in an hour? Should we have employees schedule a test time?**

Answer: The onsite team can check in about 20 employees an hour if registration is completed. Once checked in and their label printed, employees can be swabbed. ISDH is recommending that the facility wait until everyone is checked in and then have folks arrive for specimen collection over the course of the following 24 hours.

**Question: Will ISDH be dropping off and picking up specimens on Labor Day since it is a federal holiday?**

Answer: Yes, there will be no interruption to the schedule due to the Labor Day holiday.

## **Sample Pickup**

**Question: When will the completed tests be collected?**

Answer: The partner lab couriers will be picking up samples 2 days after your facility receives the testing kits. At this time, the window for pickup is 8am-4pm, so please have samples ready that morning. For facilities who's printing is scheduled to occur over two days, this is still the case - if registration is 100% complete and accurate then this should shorten the time frame anticipated for the printing process. For example, if your scheduled drop off date is 9/1 then the courier will pick up the specimens on 9/3. Pick up will occur regardless of weekends/Labor Day.

**Question: How should completed test kits be kept before they are picked up by LabCorp?**

Answer: Samples should be stored upright, in a cooler (or refrigerator) between 36 -45 degrees Fahrenheit (2-8 degrees Celsius). Samples must not directly contact ice. Cardboard, bubble wrap, or another similar barrier may be used.

**Question: How big are the specimen kits? We would prefer to store in the refrigerator but we want to make sure we have enough room.**

Answer: Each sample bin provided holds about 40 test kits. The bins are roughly 14” wide x 8” long x 6” tall. Divide your total staff roster by 40 and you’ll have a total count of bins that will need to be stored in the refrigerator.

**Question: Will the couriers take the coolers left by the ISDH Kit Teams?**

Answer: No. Couriers will transfer the samples into their own coolers. An ISDH staff person will be by to pick up the coolers at a future date.

**Question: What do I do if we have leftover kits?**

Answer: All unused kits should be left with the coolers for the ISDH team to pick up. Paperwork can be shredded.

### **Results and the ISDH Portal**

**Question: How long will it take for the facility to receive the results?**

Answer: Results can take up to 5 days to be sent to facilities, and in some cases could be longer.

**Question: Do individuals get charged if they go to an outside OPTUM site for testing?**

Answer: No, they are not charged. This link displays all the locations and states that “hoosiers will not be charged” under the site’s payment options <https://www.coronavirus.in.gov/2524.htm>

**Question: Do the results from outside OPTUM sites that are staff may have gone to on their own get automatically uploaded into the ISDH Portal?**

Answer: No, they do not. They need to be uploaded by the facility into the portal.

**Question: Will the employees receive notification of their results individually?**

Answer: Yes, the ZOTEC system will notify them of their results by the preferred method they selected during their registration process - notification will occur via text or email only.

**Question: Will the facilities have the ability to add/remove employees in the “Tested in Program” tab in the LTC COVID App?**

Answer: No. This is a one way feed into the LTC COVID App and users will not be able to make changes. This is unrelated to the “Testing outside of Program” and “Refused Testing” Tabs where the facilities will upload employee results or refusals.

**Question: When is the cutoff date for facilities to enter in results for employees tested outside of the program or those that refused?**

Answer: The final date for entry of these results will be September 17, 2020.