

A group of approximately 15 people are standing on a grassy field. In the background, there is a wooden building with a gabled roof and a large, leafy tree. The scene is outdoors during the day.

Healthy Ulster Council

COVID TESTING IN ULSTER COUNTY

Presenter Hillary Harvey

Ulster County Innovation Team

September 10, 2020



Ulster County Recovery Service Center (RSC)

- Announced June 11th as an evolution of Ulster County's COVID-19 Hotline
- 17 County employees nominated by their home departments to the RSC Fellowship
- Over 185 days of call center activity:
 - over 28,000 inbound calls
 - over 10,000 service requests



What does the RSC do?

Connect	Serve as a front-door to County government, connecting Ulster County residents and businesses to County services and programs
Collaborate	Work closely with the County's contact tracing and data teams
Educate	Conduct regular courtesy calls with Ulster County businesses and individuals who have received NY on Pause complaints
Track	Maintain an up-to-date database of diagnostic and antibody testing options available through 9 private COVID-19 test providers in Ulster County

COVID-19 Testing

Diagnostic testing is a molecular test through nasal swab that looks for the presence of the coronavirus in the body.

- Samples can be taken by a doctor or self-administered.
- Positive test result is reported to State and LHD contact tracing teams.
- COVID-19 incubation period is 2-14 days, so a negative test result is a point-in-time.
- Rapid testing currently has limited availability in our area and results are not reported to State and LHDs.

Antibody testing is a blood test that looks for the presence of antibodies in the body.

- Positive result means antibodies from past infection *were* detected.
- Negative result means antibodies to the virus were *not* detected.
- Antibody test results do not tell us whether someone is currently infectious.
- It's uncertain how long and *if* antibodies will protect patients from future COVID-19 infection.

COVID-19 Test Site Basics

- Each facility determines requirements (doctor's order, appointment, ID, hours of operation, etc.) so our database is updated weekly.
- COVID-19 diagnostic testing is covered by most health insurance, though sometimes the doctor's visit incurs a cost.
- Some test sites will bill for uninsured patients through the CARES Act.
- The most reliable way to get tested for free is at a state-run mobile test site, available locally at Harriman State Park and SUNY Albany.
- Many sites can accommodate patients who prefer Spanish, with Spanish-speaking staff, phone options, or interpretation services.

Appointment	Do They Accept Insurance?	Do they test people >18 years old?
not required	not required, but if no insurance would be charged as a self-pay	Yes, can test under 18 COVID/Antibody testing should be 18 (if positive can donate plasma).
required	accepted, unsure if it's required	NO
required and	Yes, Insurance is requested, but it is not a requirement to be tested. Patients that are uninsured will be asked to provide attestation at the time of appointment scheduling.	Yes, we test patients under the age of 18. There are requirements in place for pediatric patients.

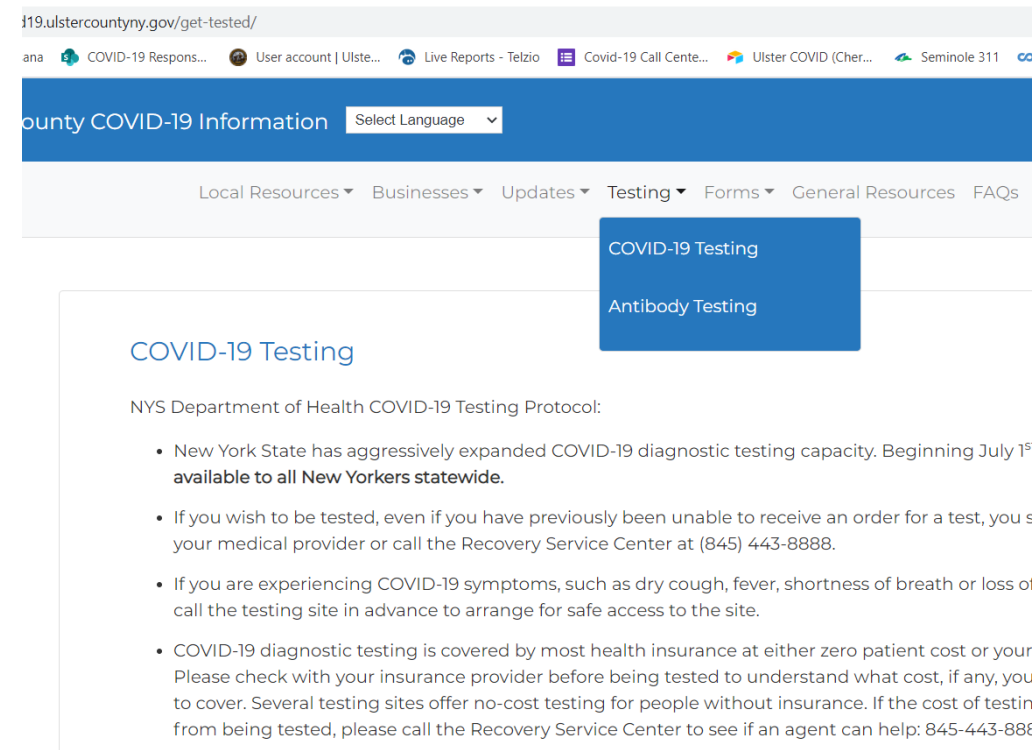
Test Result FAQs

- Diagnostic test samples are processed by labs and reported to the ordering doctor.
- Test result turn-around time depends on capacity of test sites, labs, ordering doctors, patient portals, as well as on demand for testing (exposure events, testing campaigns, workplace testing, etc.)
- The RSC research team tracked test result turn-around times as reported by test site hotline operators to help the RSC Fellows manage our constituents' expectations.
- All diagnostic test results are reported to the State and LHD, and positive test results trigger State and LHD contact tracing teams to conduct investigations and issue quarantine/isolation orders.
- Patients who test positive will be asked to isolate and their direct contacts (within 6 feet for 10 minutes or more) will be asked to quarantine.

	21-Jul	5-Aug	10-Aug	17-Aug	24-Aug
ent	2-9	9-11	14	7-14	14
One	5-7	5-7	7-10	5-7	3-7
h Quest	2		2-3		
nt Care	2-3	2-3	2-3	2-3	1-4
spital	4-7	7	4	4-5	4
itics Lab	1-2	2-3	2-3	3	
edical	7	7-10	5-7	7-10	2-3
l	2-7	10	7-14	2-7	7-10
MC Health	3-5	5	7		

Privately-run COVID-19 Test Sites in Ulster County

- Emergency One
- Nuvance/Health Quest
- Grand Street Mobile Test Site /Westchester Medical Center
- Rite Aid
- CVS
- Vassar Diagnostics
- First Care Medical
- Caremount (Rhinebeck)



The screenshot shows the website 19.ulstercountyny.gov/get-tested/. The page has a blue header with the text "Ulster County COVID-19 Information" and a "Select Language" dropdown. Below the header is a navigation bar with links: "Local Resources", "Businesses", "Updates", "Testing", "Forms", "General Resources", and "FAQs". A blue dropdown menu is open under the "Testing" link, showing "COVID-19 Testing" and "Antibody Testing". The main content area is titled "COVID-19 Testing" and includes the text "NYS Department of Health COVID-19 Testing Protocol:" followed by a bulleted list of information.

19.ulstercountyny.gov/get-tested/

COVID-19 Respons... User account | Ulste... Live Reports - Telzio Covid-19 Call Cente... Ulster COVID (Cher... Seminole 311

Ulster County COVID-19 Information Select Language

Local Resources Businesses Updates Testing Forms General Resources FAQs

COVID-19 Testing

Antibody Testing

COVID-19 Testing

NYS Department of Health COVID-19 Testing Protocol:

- New York State has aggressively expanded COVID-19 diagnostic testing capacity. Beginning July 1st available to all New Yorkers statewide.
- If you wish to be tested, even if you have previously been unable to receive an order for a test, you s your medical provider or call the Recovery Service Center at (845) 443-8888.
- If you are experiencing COVID-19 symptoms, such as dry cough, fever, shortness of breath or loss of call the testing site in advance to arrange for safe access to the site.
- COVID-19 diagnostic testing is covered by most health insurance at either zero patient cost or your Please check with your insurance provider before being tested to understand what cost, if any, you to cover. Several testing sites offer no-cost testing for people without insurance. If the cost of testin from being tested, please call the Recovery Service Center to see if an agent can help: 845-443-888



Connect with Us

- Find general info on the County's virtual center 24/7:
covid19.ulstercountyny.gov/get-tested/
- Talk through detailed info with RSC Fellows, Monday-Friday 8a-5p,
and til 7p on Mondays + Fridays: (845) 443-8888