



ACCESS COMMUNITY HEALTH NETWORK *TRANSFORMING COMMUNITY HEALTH CARE*

Frequently Asked Questions (FAQs) About

Coronavirus (COVID-19) Melrose Park Testing Site
ACCESS is proud to announce that we will offer COVID-19 testing in our community starting Monday, May 11. Our testing sites are designed to get adult underserved, minority residents that are symptomatic equitable access to testing and resources. To help you in communicating this important news, we have put together the below FAQs:

Where is ACCESS' testing site in my community?

ACCESS has a new testing site for adults (18 and older) at **8323 West North Ave, Melrose Park** next to our ACCESS Melrose Park Family Health Center. We are not offering testing inside of our **ACCESS Melrose Park Family Health Center**.

What are the hours of the testing site?

The testing site is currently open Monday thru Friday from 8:00 a.m. — 12:00 p.m.

How is ACCESS accommodating seniors?

ACCESS has reserved the first hour of the day from 8:00 — 9:00 a.m. for community residents over the age of 65. We have also put in place a special access lane for those in wheelchairs or need seating support.

Do I need an appointment, or can I just show up at the testing site?

Yes, you will need an appointment. Every person needs to first complete a telehealth visit to ensure that they are symptomatic. Current symptoms reported for patients with COVID-19 have included mild to severe respiratory

illness with fever (temperature of 100.4 degrees or more), cough, and/or difficulty breathing. Appointments for telehealth visits can be scheduled by calling our special COVID-19 testing hotline at 1.800.836.7633.

Is there a charge for testing?

There is no charge to patients for this test. If patients are insured, their insurance plan will be charged for the telehealth visit. However, they will not pay any out-of-pocket costs. As an FQHC, ACCESS will not turn away any patients that are uninsured.

How long will it take to get my test results?

ACCESS is using the nasal swab test due to its reliability, and you should receive your test results within 2-4 business days. When you exit the testing site, you will be given an educational handout with tips about how to self-isolate and manage your symptoms until you have your test results. The handout also includes a list of community resources (benefits assistance, food assistance, mental health and domestic violence, among others).

What safety precautions are in place at this testing site?

All ACCESS staff are equipped with the proper protective equipment and special barriers have been put in place to support the safety of both staff and patients. Every person that goes through testing will be given a mask and social distancing will be strictly enforced throughout the testing process.

Is this site accessible for those with physical disabilities?

Yes, in addition to a special access lane and facility accommodations for those in wheelchairs, ACCESS has handicap parking available onsite.

Can this site support those that do not speak English?

ACCESS has translation services available both onsite and through its remote translation service. If someone is in need of sign language services, we ask that this be requested at the time of their appointment.

If a community organization or house of worship is interested in learning more about ACCESS' testing and health care services, who can they talk to?

You may call Deila Davis at 773.726.0712 or Shari McKinley at 708.228.0232. ACCESS is working on producing informational handouts, email blasts and other promotional material to support community partners and their outreach to their networks. We would also be happy to speak at any of your upcoming virtual events. If you would like to have additional support, please contact Deila or Shari directly.