

COVID-19 Testing Kits FAQs

What types of test kits will CareKinesis supply?

CareKinesis is supplying two types of testing kits authorized for emergency use (EUA) by the FDA: the **Thermo Fisher TaqPath COVID-19 Combo Kit** and the **CareStart COVID-19 Antigen Rapid Test**.

PCR Test: “Thermo Fisher TaqPath COVID-19 Combo Kit”

The Thermo Fisher TaqPath kit is authorized for use for healthcare professionals to collect nasopharyngeal or nasal specimens to be sent to the lab for analysis via **Polymerase Chain Reaction (PCR)**.

Rapid Test: “CareStart COVID-19 Antigen Rapid Test”

The CareStart Antigen Rapid Test is authorized for healthcare professionals to collect nasopharyngeal specimens within five days of symptom onset for rapid qualitative detection of COVID-19 antigen via Point-of-Care (POC).

How is CareKinesis acquiring these kits?

Tabula Rasa HealthCare (TRHC), parent company of CareKinesis, has entered into partnership with Irvine, CA-based HealthQuest Esoterics, Inc. to support the preparation and delivery of thousands of testing kits.

What is HealthQuest?

HealthQuest Esoterics, Inc is a licensed and accredited full-service medical reference laboratory with an extensive test menu of specialty assays.

I just ordered my kits. When will they arrive?

You will receive your order in one to two weeks. Prior to shipment of your order, you will receive an email containing the FedEx tracking number. Once you receive your order tracking number, your kits should arrive in two to six days, depending on your location. Kits are sent via FedEx ground shipping.

I need more kits. Can I place another order?

Yes, simply complete an order form for each additional order.

How do I send completed kits to the lab?

PCR Test Kits: To send completed PCR test kits to the lab, please schedule a FedEx pick-up, or arrange to drop-off the testing kits at a FedEx location.

- Regularly scheduled FedEx pick-ups:
 - If your facility's test volume is high, we can assist with scheduling FedEx to come to your facility regularly. Please call us to arrange this.
 - If your facility already has regularly scheduled FedEx pick-ups, FedEx can also pick up the completed test kits.
 - Please note that fewer than 10 kits shipped back to the lab at a time will incur additional costs. The cost will be the FedEx shipping rate from your facility's location to the lab.

Rapid Test Kits: N/A

How much will I be charged if I send fewer than 10 kits to the lab to be tested?

PCR Test Kits: You will be charged the FedEx rate to ship from your facility's location to the lab.

Rapid Test Kits: N/A

How quickly will my patients receive results?

PCR Test Kits: Results will be available approximately 72 hours after the lab receives the specimen. You can login to the lab portal to check for new results. It is your responsibility to inform the patient of their results, the lab will not notify patients.

Rapid Test Kits: Results of a rapid POC test will display on the testing device in about 10 minutes.

What should I do with unused kits?

Unused kits last for about a year. Each kit contains an exact expiration date. Keep unused kits in case you need to conduct additional testing. Unused kits cannot be returned.

I placed an order but wish to return the kits or get a refund prior to receiving the kits. What is the refund process?

Testing kits cannot be returned nor can refunds be given.

What are the test codes required for an electronic medical record (EMR)?

Please refer to the AMA's [coding guidance](#) for additional detail.

Is the testing facility required to obtain any special permits or waivers?

PCR Test Kits: No additional permits are necessary since the facility is acting as a collection site only.

Rapid Test Kits: The facility is required to possess a CLIA waiver to perform rapid POC testing. CLIA waivers are obtained through the state Department of Health. For more information on how to apply for a CLIA waiver, please see [this document](#).

Do the CareKinesis kits test for current or past infection?

Both the PCR and the Rapid Antigen tests analyze for an active infection, not antibodies.

What is included with each testing kit?

PCR Testing Kit:

- Swab
 - Per current CDC guidelines, nasal swabs are acceptable if a nasopharyngeal swab is not possible.

- Tube for collected specimen
- Lab requisition form
- Biohazard bag
- Prepaid shipping to lab via FedEx Clinical Pak
 - Please visit the [COVID-19 Testing Kit Order Form page](#) for more information

Rapid Testing Kit:

- 20 test devices
- 20 extraction vials and caps
- 20 nasopharyngeal swabs
- Positive (1) and negative (1) controls
- Package insert
- Quick reference Instructions (QRI)

*Please note: a reader is *not* required for the CareStart Antigen Rapid Test.

What is the testing procedure?

Both PCR and Rapid testing use a nasopharyngeal swab collection process.

Does the sample need to be refrigerated?

PCR Testing Kit: If the sample is being sent to the lab the same day it was collected, there is no need to refrigerate the sample or enclose an ice pack with the shipment. The sample is stable without ice for 48-72 hours, so it is important for the lab to receive it within that time frame.

If the sample is not being sent to the lab the same day, the specimen should be refrigerated and an ice pack enclosed with the shipment.

Rapid Testing Kit: N/A

Where can I find additional instructions for the specimen collection?

Please refer to the CDC's [guidelines on clinical specimen collection](#) for additional detail.

How can my facility ensure a safe testing process?

Please refer to provided training resources, and CDC guidance on [how to use personal protective equipment \(PPE\)](#)