

# FAQ: Community Based Testing

## **Who can be tested?**

Community-Based Testing Sites can be utilized by all Illinois residents.

## **Do I need a doctor's referral to receive a test?**

No. Doctor referrals are not necessary.

## **What symptoms are required to receive a test?**

CBTS are available to all Illinois residents regardless of whether or not you have any COVID-19 symptoms.

## **Do I need to have health insurance?**

Health insurance is not required to use the services offered at a Community Based Testing Site, but if you do have insurance, please bring your insurance card with you.

## **How much does it cost?**

There are no costs to the individual associated with the services at a Community Based Testing Site.

## **Do CBTS accept walk-up patients or do I need an appointment?**

No appointment is necessary to utilize the services at Community Based Testing sites; however, most Community Based Testing Sites are Drive-Up facilities, which means you never leave your car. This is to ensure the safety of you and those who are running the testing site. We do have a few testing sites that accommodate people who walk-up. When participating in a walk-up site, be sure to keep six feet distance between you and the other individuals in line.

## **When will I get my results?**

Test results are provided within 4-7 calendar days.

## **How will I get my results?**

You will receive a phone call from 1-888-297-7208. Results cannot be left on voicemail, nor can a message be left with a third-party.

## **It's been more than a week and I still haven't received my test results, what should I do?**

Three attempts to contact you will be made over two days. If we haven't been able to reach you and your results are positive, two additional attempts to contact you will be made. The results of your test will also be provided to your local health department to initiate proper contact tracing.

## **What do I need to do while I wait for my results?**

If you have symptoms, it is recommended that you self-isolate at home until you receive your results. You should also notify your employer or supervisor that you have been tested and note the date of your test and/or first day of symptoms. If you have been in close contact with someone confirmed to have COVID-19, you should self-quarantine for 14 days.

## **How is the test administered?**

Nasal swabs will be used to collect specimens at Community Based Testing Sites. A swab (an object that looks like a Q-Tip) is inserted into your nose and swirled around your nostril. The swab is then inserted into a vial and sent off for testing.

**Where are CBTS located?**

There are currently 11 fixed site locations throughout the state, and six testing teams that travel around the state setting up temporary sites. You can find a list of locations online at [www.dph.illinois.gov/testing](http://www.dph.illinois.gov/testing).

**There is not a CBTS near me. What options are available to help me?**

Dozens of additional commercial testing sites are also available throughout the state. For the most up-to-date list of these sites, visit [coronavirus.illinois.gov/testing-sites](http://coronavirus.illinois.gov/testing-sites). There residents can find information on patient eligibility and contact information for each testing site.