



DRIVE-THROUGH TESTING IN TORRINGTON AT CHH

Frequently Asked Questions

What is being offered?

Hartford HealthCare (HHC) is offering diagnostic testing for COVID – 19 via drive-through settings in various convenient locations. HHC has recently expanded its capabilities to provide these tests allowing patients who have symptoms and possible exposure to be tested safely, without leaving their vehicles.

Where is it being offered in my area?

Charlotte Hungerford Hospital
540 Litchfield Street, Torrington
Adjacent to the outpatient entrance

When is it being offered?

Daily 8AM – 4 PM

Who is eligible for this service?

Anybody 12 years of age and older, are presenting with COVID-related symptoms, and are referred by a provider. IT is important to note that anyone age 12 to 17 must be accompanied by their legal guardian. Also, any healthcare worker, first responder, corrections officer, or people employed at a skilled nursing facility or group home and require a test.

How do I access this service?

Again, you must have a doctor's referral to obtain a test. If you have symptoms and would like a test, please call your medical provider's office. If you do not have a doctor, or need assistance, we are happy to help you. Call the Hartford HealthCare Clinical Command Center at 860.972.8100 or toll-free 833.621.0600. A provider will assess your eligibility by phone and if you are deemed eligible will help arrange for your test.

What can my medical provider expect?

If they you use Epic as their electronic medical record, they can place an order directly in the system. If they do NOT have access to Epic they must Email the request for your testing to: **HHCCOVID19TEST@hhchealth.org** with the following information:

- Provider Name
- Provider Phone (to ensure we can communicate results to you)
- Patient Name
- Patient Age
- Patient Date of Birth
- Patient Phone Number
- Symptoms
- Indicate if the patient is a healthcare worker, first responder, corrections officer, employed at a skilled nursing facility or group home?

After the order is received, you will be contacted and scheduled for testing at our drive-through testing site.

What can I expect upon arrival?

The test takes less than five minutes. It is administered by our clinical staff outfitted in protective clothing, including a gown, goggles, mask and gloves. Patients drive up to the testing site where the clinician will swab your nose or throat collecting a sample that will be sent for evaluation. After testing, patients are given follow-up instructions and information about self-isolation.

When can I expect my results and how?

Patients will receive their results through MyChart or by phone. At this time, the turn-around time for results is less than 48 hours.

What if I have additional questions or require additional information?

HHC's COVID-19 Clinical Command Center hotline, staffed by healthcare professionals, is available to the community. To reach the 24-hour hotline, call 860.972.8100 or (toll-free) 833.621.0600. Also, you can get push notifications and text alerts by texting 31996 with COVID19 in the message field.