



## FAQ- A Parents' Guide

**What type of testing will be completed?** Antigen (rapid) and/or PCR test. This is based on your school preference.

**What kind of sample is used for this testing?** This type of testing will obtain a sample from the most anterior section of the nostril, approximately  $\frac{3}{4}$  of an inch into the nose.

**Where do I register for testing?** [www.lifepointlink.com/noah/outreach](http://www.lifepointlink.com/noah/outreach)

\*You will only need to register and consent for testing once, it will not need to be completed each time.

**Can the school manually enter me in the system?** Yes, but you must provide a paper consent form that is given to you by the school prior to testing.

**\*Please note some schools are NOT manually entering staff and students into the portal. In addition, some schools are NOT allowing paper consent and making online registration mandatory. Please check with your school for their individual registration process\***

If you have been manually entered by your school or your test was submitted on a paper requisition form-

You will need to register for the patient portal to obtain results. Please refer to the following step by step to register for access.

**Can I register multiple children with one email address?** Yes, the system will allow multiple registrations with the same email address, but you must create a separate username for each child.

**Why am I getting an error message when trying to register after being manually entered by my school or if my test was submitted on a paper requisition form?** To connect your specimen to your patient registration, you must wait for results to be finalized within the portal. If you try to register before results are finalized, there will not be an order to link to. Please allow 24-48 hours to register in this situation.

**What are typical turn around times (TAT)?** Currently, we are trending a 24-36 hour TAT from receipt of sample at the lab. Occasionally, situations arise that may delay a sample, but we will do our best to obtain missing information and result as soon as possible. We understand that every sample is a person and timeliness is extremely important.

**How will I see my results?** If you have pre-registered, you will receive an email notification that your results are ready, instructing you to log into the patient portal. If you have been manually entered by your school or your test was submitted on a paper requisition form, please allow 24-48 hours for results to be finalized and register with the attached registration process.

**Questions regarding my test?** Call 414.600.1020 or email [Results@NOAHClinicalLaboratory.com](mailto:Results@NOAHClinicalLaboratory.com)

While you wait for test results, please continue to follow your local health guidelines.

Learn more at: <https://www.dhs.wisconsin.gov/covid-19/kids.htm>