IDENTIFY LEADERS AND PARTNERS
• FEMA and federal partnerships may come with constraints.
• Neighboring healthcare providers may or may not offer collaboration.
• State and local partnerships with public health and municipal organizations are valuable.

DETERMINE TESTING CAPACITY & FOLLOW-UP PROCESS FOR RESULTS
Different laboratories have different turn-around times for COVID-19 tests.
• Federal or state partnerships may require use of certain laboratories.
• OSCTCs may need to retest patients in cases of significant delays.
Consider the best ways to reach your patient population with their results.
• Determine whether you are sharing the results directly with the patient or with their PCP.
• Daily telemedicine patient appointments following testing may help monitor ongoing symptoms and address anxiety.
• Some healthcare providers may not feel comfortable giving positive test results to patients.

WHO YOU ARE TESTING
Consider testing priorities in context with severe limitations in testing supplies.
• With limited testing supplies, most OSCTCs are now only testing for COVID-19.
• Patients can be co-infected with COVID-19 and other respiratory illnesses.
• If tests with a quick turnaround are limited, consider who your priority populations are.
Prepare for patients that require special accommodations.
• Consider having a separate protocol that supports “walk-up” patients.
• Provide materials in other languages.
• Make provisions for patients with physical and mental disabilities.

PLAN A PROCESS THAT PROTECTS YOUR STAFF
• Think through how OSCTC staff will be staying warm, cool, or dry depending on the weather conditions.
Engineering and administrative controls can minimize risk of infection.
• Keeping patients in their cars minimizes exposure points.
• Tables without smooth surfaces may minimize areas where virus can linger.
• Quicker visits reduce healthcare worker exposure time.
• More than one drive-thru lane can increase efficiency and decrease waiting times.
• Triage and pre-registration in advance may reduce exposure risk.
• If patients need to fill out their own paperwork, have patients bring their own pen, or supply pens for patients.
PPE shortages and unique PPE needs require creative solutions.
• Review CDC’s guidelines for extended and reuse of PPE.
• Weather and patient demographics may impact appropriate PPE.
Consider ways to ensure the number of staff is adequate for OSCTC demand.
• If OSCTCs require appointments, they can plan appropriately.
• If OSCTCs DO NOT require appointments, regular communication with local providers ordering tests helps with planning.
• Ensure staff have adequate breaks throughout the day.
Work as a team.
• Have a morning “huddle” with staff members to define roles and workflow.
• A dedicated “watcher”, who monitors staff-patient interactions, can identify potential contamination.
Consider how you inform the public about your OSCTC.
• A trial run with few patients, prior to broadly publicizing, may be a good place to start.
• Developing appropriate educational materials for patients benefits everyone.

HOW YOU WILL GET PAID
• Know how these tests are reimbursed by private and public insurers.
• Stay alert about changes in federal legislation around funding support (Families First Coronavirus Response Act).

We want to hear from you! What challenges are you facing at your off-site testing sites?
What have you learned that will benefit others? Please share your feedback at COVID19@nrhi.org.