Dear Provider:

The Greenwich Hospital Outdoor Respiratory Viral PCR Specimen Collection Station is accessed through the Greenwich Hospital Employee Garage. The patient should drive into the garage, proceed as directed by signs and personnel, and exit their car when directed by the Collector in PPE who will properly obtain nasopharyngeal swab(s).

You must order testing for SARS-CoV-2 (the agent of COVID-19). A respiratory viral panel PCR (nasopharyngeal may be ordered, but is not required.

The procedure is as follows:

1. Review your patient’s signs and symptoms and travel history and exposure history to COVID-19.
2. Place your order in SARS CoV-2 (COVID-19) PCR - Reference Lab (BH GH LMW Q YH) [LAB10811].
3. If you do not have access to EPIC ordering
   1. Order the test by by paper and fax with a diagnosis, a copy of the patient’s insurance card, driver’s license or other identification with correct demographics (name, date of birth, MR number if the patient has one), and the Clinical Data Form to 203-688-5562.
4. Once your order is placed, your patient will receive a call from the central scheduling staff who will provide your patient with a date, time and location to get their sample taken.
5. The current hours of operation are 7:30 am to 4:30 pm Monday to Friday and 9 am to 1 pm Saturday and Sunday. Orders must be in by 3:30 pm, Monday to Friday and 12:00 pm on Saturday and Sunday to allow the technologist to be completed with specimen acquisitions for the day.
6. Do not send orders with the patient or have your patient show up anywhere but at the Collection Station in their car at the appointment time.
7. The results will be faxed to you and will be available in MyChart for your patient.

Yale New Haven Health is offering a call center for patients and the community who have questions about COVID-19. Healthcare professionals from the health system are available to answer your specific questions from 7 am - 7 pm every day (including weekends).

The Yale New Haven Health COVID-19 call center can be reached at 833-ASK-YNHH (833-275-9644).