Dear Provider:

A COVID-19 specimen collection site is open for outpatients at Westerly Hospital, 25 Wells Street, Westerly. Current hours of operation are Monday -Friday from 8:30 am -12:30 pm.

- COLLECTION CENTER IS BY APPOINTMENT ONLY. NO WALK-INS WILL BE ACCEPTED
- ONLY SPECIMEN COLLECTION FOR COVID-19 TESTING WILL BE PERFORMED

No exceptions will be made. We ask for your cooperation in following the process described below.

These specimens are sent to off-site references labs for testing and results may take several days. Results will be faxed to our office upon receipt or sent to your Epic in-basket.

**The procedure is as follows:**

- **If you have access to Epic:** please place a future order for COVID19 Reference Labs and simply Accept.

- **If you do not have access to Epic:** FAX the FOLLOWING to 1-203-688-5562 / 7340:
  - Lab Requisition with patient’s full name, DOB, cell/home phone number, ICD-10, and diagnosis.
  - You must write in "COVID19 (Quest)"
  - Facesheet, including insurance information

Whether the order is placed in Epic or faxed, Central Scheduling (based in New Haven, CT) will **call your patient to schedule an appointment** at the Specimen Collection Station.

Tell your patient to look for a number that begins with 475-246-XXXX and answer the call to make the appointment.

At the time of the appointment, the nurse collecting the specimen will walk through the process with the patient. Please tell your patient to bring proper form of ID to the appointment.

**PLEASE NOTE: WE CANNOT ACCOMMODATE ANY PATIENT WITHOUT A PREVIOUSLY SCHEDULED APPOINTMENT.**

Any positive result will be called to your office. You are responsible for follow up with patient. Please note that RI DOH will also receive positive results and may contact patient for further tracing.

**COVID-19 Call Center**

Yale New Haven Health has 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).