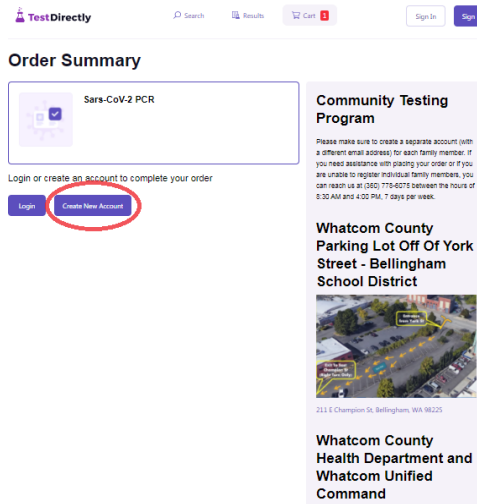


Scheduling a COVID-19 Test in Whatcom County via Test Directly

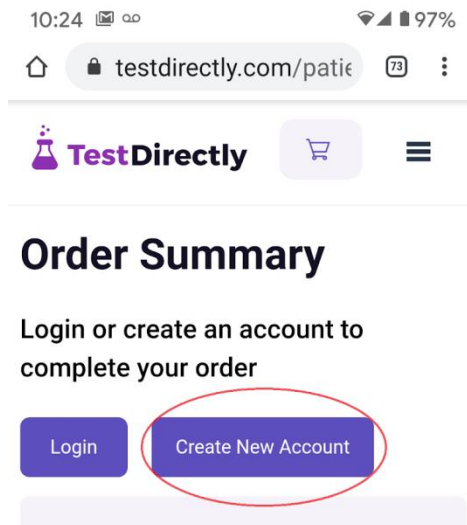
How to Access TestDirectly.com

Go to testdirectly.com/whatcom.

- Click “Choose test” for the site you would like to use. To see the planned schedule for each testing location, click [here](#).
- Click the purple “Create New Account” in the middle of the screen or the purple “Sign Up” button in the upper right-hand corner.
 - The page will look like this if you are scheduling on a computer:



- The page will look like this if you are scheduling on a phone:



- Enter your email address and create a password.
- You will be sent an email within moments to activate your account.
- Activate your account and log in.
- Complete your personal profile, including:
 - Full name
 - Date of birth
 - Gender
 - Mobile phone number
 - Physical address

Note: Please make sure to create a separate account (with a different e-mail address) for each family member. If you need assistance with placing your order or if you are unable to register individual family members, you can reach the Testing Access Scheduler at 360-778-6075.

Create a testing order

Now you are in the Order Summary section.

- Click the purple “Required Info” button to complete your testing order. This includes required information about race and ethnicity, whether or not you have had known contact with an individual with a confirmed case of COVID-19, and whether or not you have symptoms and if so what they are. Providing the following information helps us to understand more about COVID-19 in our community:
 - Name of your employer.
 - Whether or not you are currently pregnant.
 - The name of your healthcare provider, if you have one.

Schedule an appointment

Once you complete the Order Summary section, click the purple “Schedule” button to set up an appointment. Appointments are scheduled every 3 minutes on Monday, Tuesday, Wednesday, Friday, and Saturday from 1:00 pm to 4:00 pm.

After you choose an appointment time, choose whether you will pay with insurance or through a federal program that will cover the cost for people who are uninsured.

- If insured, provide the name of your insurance company, group ID, and subscriber ID. This information is located on your insurance card.
- **If you are insured and do not share your insurance information, you will be charged the cost of the test.**

You now have an appointment to be tested! You will know that your registration has been successfully completed when you receive an immediate e-mail from Test Directly with a confirmation of the date, time and location of your appointment.

The confirmation email will include:

- Directions to the testing site
- Instructions to bring a copy of the email (on a phone or printed) to the testing site. Provide the barcode on your appointment confirmation to staff when asked.

Check your email carefully and adhere to the agreed upon date, time, and location of your appointment. Do not arrive early for your scheduled appointment, and remain in your car for the duration of the appointment.

You may return to the TestDirectly website at any time to cancel or change your appointment or update your profile.

If you do not have internet access, email, separate emails, or need assistance of a language interpreter, please call a Testing Access Scheduler at 360-778-6075 between 8:30 am and 4:00 pm.

Get your test results

You will receive your test results electronically.

- If you provided an email address, you will get an email telling you that your test results are ready from Northwest Laboratory. The email will tell you how to access your results through the online portal.
- If you did not provide an email address, you can log in to: <https://www.testdirectly.com/patient/report> and insert your date of birth, your unique order id, and access key given to you at the time of testing. You will be able to download the report.

For issues with access to results: Health_TestingCOVID19@co.whatcom.wa us or call us at 360-778-6075. **If you receive a positive test result, the Whatcom County Health Department will contact you to help plan a successful isolation period.**