

FREQUENTLY ASKED QUESTIONS



How do I register for a Canada Travel test?

Visit www.testdirectly.com or scan QR Code

Who do I call if I have trouble ordering online?

Northwest Laboratory (360) 543-6904

When should I expect my results?

Results will be ready no later than 11:59pm **next day** (the day following collection). You will receive an e-mail from TestDirectly notifying you that your results are ready and how to access them.

What type of test is performed?

Testing methodology is RT-PCR. COVID-19 testing is performed using a Nucleic Acid Amplification Test (NAAT) at our Clinical Laboratory Improvement Amendment (CLIA) certified lab.

What if it is after 11:59pm on the day following my test and I have not received my results?

Please call (360) 543-6904

What is the cost and can I use my insurance?

Cost is \$180 with a cash pay discount of 25%. Most insurances will not cover testing for the purpose of travel and therefore we are not able to bill insurance for this testing.



HOW TO ACCESS YOUR COVID-19 TEST RESULTS



You will receive an e-mail from TestDirectly notifying you that your results are ready and how to access them.



If you have not shared an e-mail with us, visit: <https://www.testdirectly.com/patient/report> and insert your unique order id, access key, and date of birth to download the report.



If it is after 11:59pm **next day** (the day following your collection) and you do not have your results, call (360) 543-6904.