

Holyoke Medical Center COVID-19 Testing Frequently Asked Questions

Where and When Does Holyoke Medical Center Offer COVID-19 Testing?

If you **have flu-like symptoms without a doctor's order to be tested**, you may visit one of the following locations:

Holyoke Medical Center
Emergency Department
575 Beech Street, Holyoke
24 hours/day, 7 days/week
Ages: All Ages

Holyoke Medical Group
Walk-In Care
1962 Memorial Drive, Chicopee
Monday - Friday: 8:00 a.m. - 5:00 p.m.
Ages: Ages 12+

Holyoke Medical Group
Walk-In Care
140 Southampton Road, Westfield
Monday - Friday: 8:00 a.m. - 5:00 p.m.
Ages: Ages 12+

If you **have a doctor's order** -OR- **do not have flu-like symptoms**, testing is available at the following locations:

Holyoke Medical Center
COVID Testing Area
575 Beech Street, Holyoke
Monday - Friday: 6:00 a.m. - 6:00 p.m.
Saturday: 7:00 a.m. - 11:00 a.m.
Ages: All Ages

Holyoke Medical Center
Lab Draw Station
1964 Memorial Drive, Chicopee
Monday - Friday: 6:00 a.m. - 3:30 p.m.
Ages: All Ages

Holyoke Medical Center
Lab Draw Station
140 Southampton Road, Westfield
Monday - Friday: 7:00 a.m. - 1:00 p.m.
Ages: All Ages

Do I need a doctor's order or referral to be tested?

If you do not have flu-like symptoms, **you do not need a referral to be tested** at the following locations:

Holyoke Medical Center
COVID Testing Area
575 Beech Street, Holyoke
Monday - Friday: 6:00 a.m. - 6:00 p.m.
Saturday: 7:00 a.m. - 11:00 a.m.
Ages: All Ages

Holyoke Medical Center
Lab Draw Station
1964 Memorial Drive, Chicopee
Monday - Friday: 6:00 a.m. - 3:30 p.m.
Ages: All Ages

Holyoke Medical Center
Lab Draw Station
140 Southampton Road, Westfield
Monday - Friday: 7:00 a.m. - 1:00 p.m.
Ages: All Ages

What is the cost for COVID-19 testing?

The out-of-pocket cost for COVID-19 testing is \$436, although patient charges may vary depending upon insurance providers. There are additional provider and service fees for anyone being treated by a provider in the Emergency Department or Walk-In Care Centers.

Does insurance cover COVID-19 testing?

This may vary depending on your insurance provider. Please call your insurance provider with questions.

Do I need to pay upfront for COVID-19 testing?

The hospital will initially bill your insurance provider for services provided. Depending on your insurance, you may be charged.

Will I receive a bill for COVID-19 testing?

The hospital will initially bill your insurance provider for services provided. Depending on your insurance, a patient bill may follow.

Can I be tested for COVID-19 if I do not have health insurance?

Yes, if someone is validated as uninsured, the associated costs will be submitted to the CARES Fund Relief for Uninsured COVID-19 Patients, covered by the US Department of Health & Human Services.

Holyoke Medical Center COVID-19 Testing Frequently Asked Questions

Does Holyoke Medical Center offer drive-thru COVID-19 testing?

No.

When will I receive the COVID-19 testing results?

Test results typically return between 2 – 5 days, although results may take up to 14 days due to testing demands.

Is it possible to get overnight test results?

No, there is no guarantee on the turn-around time.

How do I get my COVID-19 test results?

Patients will receive a call from Holyoke Medical Center when the results are returned. After being notified of your results, you may view your results using the Patient Portal, or you may pick up a printed copy from the Health Information Management Department of Holyoke Medical Center if needed.

How do I get access to the Patient Portal to view my COVID-19 test results?

Patients can sign up for the hospital Patient Portal during the registration process. You will need to receive your medical record number from the registration clerk. Additional details regarding the hospital Patient Portal can be found at:

<https://www.holyokehealth.com/portal>

Or, scan this code with the camera of your cell phone:



Can the results be emailed, faxed, or mailed to me?

Results can be mailed once a release is completed. The release form is available online at:
<https://www.holyokehealth.com/patients-visitors/request-medical-records/>

Please mail your completed form to:
Holyoke Medical Center
Health Information Management
575 Beech Street
Holyoke, MA 01040

Or fax your completed form to: 413-534-2618

What are the days/hours to pick up test results, after I have been notified they are ready?

Holyoke Medical Center Health Information Management
575 Beech Street, Holyoke
Monday - Friday: 7:30 a.m. - 4:30 p.m.
Saturday - Sunday: 8 a.m. - 12 p.m.