



COVID-19 – REFERRAL AND TESTING PROTOCOL

July 17, 2020

The City of Oakland continues to provide COVID-19 testing for City employees. We are currently partnering with CityHealth Urgent Care. As conditions change, these guidelines are subject to change.

1. **Referral Steps for COVID-19 Testing:** Call the City of Oakland Reporting Line. It is essential that employees contact the number below, not a Department Infection Control Officer (DICO), supervisor, manager, or Director. If there are questions about the need for a referral, please contact Risk Management who will assist. Employees must call the number which corresponds to their department:
 - City of Oakland Fire Department
 - Call from employee: 877-247-5431, press 2
 - Call from FD Dispatch: 510-250-7791
 - City of Oakland Police Department
 - Call from employee: 877-247-5431, press 3
 - City of Oakland - Other Departments
 - Call from employees: 877-247-5431, press 4
2. CarivaCare™ will collect information from the calling employee and generate a CareReport for Risk Management and the Department.
3. **Eligibility for COVID-19 Testing:**
 - *If the employee is symptomatic with a known confirmed exposure*

CarivaCare will direct employee to test. If testing is directed outside of CityHealth's operating hours, CarivaCare may refer employees to the nearest medical facility for testing. Typically, COVID-19 test results from CityHealth are received the same day. After testing, employees must follow the guidance of the County Public Health Department and their medical provider. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

- *If the employee is symptomatic*

CarivaCare will direct employee to test. If testing is directed outside of CityHealth's operating hours, CarivaCare may refer employees to the nearest medical facility for testing. Typically, COVID-19 test results from CityHealth are received the same day. After testing, the employee must follow the guidance of the County Public Health Department and their medical provider. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

- *If the employee is asymptomatic but had confirmed exposure 4+ days ago **without** wearing the Department's required Personal Protective Equipment (PPE)*

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- *If the employee is asymptomatic but had confirmed exposure wearing the Departments' required PPE*

CarivaCare will document the interaction and take a report but will not direct testing. The employee may **voluntarily** request a COVID-19 test. If tested, the employee should follow the guidance of the County Public Health Department and their medical provider. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

- *If the employee previously tested positive for COVID-19 and needs to retest per a physician's recommendation, per County Public Health guidelines, and/or to return to work*

CarivaCare will approve testing. Typically, COVID-19 test results from CityHealth are received the same day. After testing, the employee must continue to follow the guidance of the County Public Health Department and their medical provider. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the

City's website. If negative, the employee must contact their supervisor/manager, chain of command or Risk Management for return to work instructions.

- o *If an employee is asymptomatic but wants to have a COVID-19 test*

CarivaCare will approve testing. If testing is approved outside of CityHealth's operating hours, CarivaCare may refer employees to the nearest medical facility for testing. Typically, COVID-19 test results from CityHealth are received the same day. After testing, the employee must follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

4. The City and CarivaCare will prioritize testing for those who are symptomatic, asymptomatic with a confirmed exposure without wearing required PPE, and/or require a negative test to return to work. Asymptomatic employees or asymptomatic employees wearing full PPE who voluntarily choose to have a COVID-19 test may experience a delay in receiving a test.

5. If approved for City testing, the employee may go to the CityHealth clinic located at 1300 Clay St., Suite 165 Oakland, CA 94612 or the City Health temporary testing site at 300 Wind River Way, Alameda, CA 94501. Employees must bring their City identification badge as they receive priority at the clinic. Employees can also schedule a COVID-19 test with CityHealth by calling (510) 984-2489 or by visiting <https://www.cityhealthuc.com/get-tested-for-covid-19-oakland-employees/>

6. A report may be sent to JT2 to establish a file and to establish a specific distribution list for exposures. Mariotto Resolutions will be copied on reports for Oakland Police Officers Association (OPOA) members only.

7. Employees requesting a COVID-19 test through CityHealth must call CarivaCare prior to arriving at the clinic. Failure to call CarivaCare may result in the employee being billed for the test and/or delaying the test, the reporting or results, or the processing of any workers' compensation claims.

8. **CityHealth Testing Location and Operating Hours:**

The preferred CityHealth Clinic is located at 1300 Clay St., Suite 165 Oakland, CA 94612.

Employees may also visit the CityHealth temporary testing site set up at 300 Wind River Way, Alameda, CA 94501

The Oakland CityHealth Clinic's hours are as follows:

Sunday-Saturday: 9:00 a.m. - 5:00 p.m.

When arriving, make sure the patients look for the sign that states "Corporate and Public Safety Partners"

Additional information is available at the following site: <https://www.cityhealthuc.com/get-tested-for-covid-19-oakland-employees/>

9. Employees may contact Risk Management at 510-238-7165 with any questions regarding CityHealth testing.