

FAQ- A Parents' Guide

What type of testing will be completed? Antigen (rapid) and/or PCR test. This is based on your school preference.

What kind of sample is used for this testing? This type of testing will obtain a sample from the most anterior section of the nostril, approximately $\frac{3}{4}$ of an inch into the nose.

Where do I pre-register for testing? www.lifepointlink.com/noah/outreach

**You will only need to register and consent for testing once; it will not need to be completed each time. You must complete all the steps below to register.*

1. Go to the link above, enter in your information and supply an email address. It could take up to an hour to get the activation code email.
2. Click on the "Activate Your Account" button, then enter in your activation code and confirm the patient information. If completed successfully, you should see a message in green letters stating, "Your account was successfully activated."
3. Log into the portal system to enter in your personal information and provide consent for testing (if the patient is a minor). Once this last step is completed you are all set.

Can the school manually enter me in the system? Yes, but you must provide a paper consent form that is given to you by the school prior to testing.

Some schools are NOT manually entering staff and students into the portal. Also, some schools are NOT allowing paper consent and making on-line registration mandatory. Please check with your school for their individual registration process

Where do I register after a manual entry? www.lifepointlink.com/NOAH/patientportal

1. Click on the button that says, "Create a New Account."
2. Enter in the patient information and supply an email address. It could take up to an hour to get the activation code email.
3. Click on the "Activate Your Account" button, then enter in your activation code and confirm the patient information. If completed successfully, you should see a message in green letters stating, "Your account was successfully activated."

**This process cannot be completed until your result is ready to view. Please wait 24-48 hours after receiving your test before attempting to sign up. You will get an error message if you attempt to register prior to results being finalized. **

Can I register multiple children with one email address? Yes, the system will allow multiple registrations with the same email address, but you must create a separate username for each child.

What are typical turnaround times (TAT)? Currently, we are trending a 24–36-hour TAT from receipt of sample at the lab. Occasionally, situations arise that may delay a sample, but we will do our best to



obtain missing information and result as soon as possible. We understand that every sample is a person and timeliness is extremely important.

How will I see my results? If you have pre-registered, you will receive an email notification that your results are ready, instructing you to log into the patient portal. If you have been manually entered by your school or your test was submitted on a paper requisition form, please allow 24-48 hours for results to be finalized and register with the attached registration process.

Questions regarding my test? Call 414.600.1020 or email Results@NOAHClinicalLaboratory.com

While you wait for test results, please continue to follow your local health guidelines.

Learn more at: <https://www.dhs.wisconsin.gov/covid-19/kids.htm>