Humboldt County COVID-19
Frequently Asked Questions
Testing

1. **Where can I get tested for COVID-19?**
   Please contact your primary care provider, urgent care or emergency room if you are experiencing symptoms of COVID-19, including:
   - Fever or chills
   - Cough
   - Shortness of breath or difficulty breathing
   - Fatigue
   - Muscle or body aches
   - Headache
   - New loss of taste or smell
   - Sore throat
   - Congestion or runny nose
   - Nausea or vomiting
   - Diarrhea.

   If you are not experiencing any symptoms, testing is available by appointment at Redwood Acres in Eureka 7 a.m. to 7 p.m., Monday through Friday. Please go to https://LHI.care/covidtesting to make an appointment, or call 888-634-1123. Testing will be available on limited dates in other areas of the county. Please visit https://humboldtgov.org for the most up to date information on testing locations.

2. **What is the turnaround time for getting test results from OptumServe?**
   It can take 5-8 business days to receive your results from the OptumServe testing site at Redwood Acres. Demand for testing has increased sharply in the last few weeks and the labs responsible for processing these tests are having a difficult time keeping up.

3. **I need the test and result in order to go back to work/attend a medical appointment/get on a flight/etc. What is the fastest way to get a test result?**
   Demand for tests is very high as the county continues to open up and people return to work. The OptumServe site at Redwood Acres is unable to meet a 72-hour turnaround time. You should contact your primary care provider to see what resources are available to you.

4. **How can I make an appointment for the OptumServe site at Redwood Acres?**
   Please go to https://LHI.care/covidtesting to make an appointment, or call 888-634-1123.

5. **Why can't I schedule an appointment at the OptumServe site at Redwood Acres?**
   The current system used by OptumServe to schedule appointments allows patients to schedule only two weeks in advance. Due to a large increase in demand for testing, appointments may not be available. Check back to schedule. Contact your primary care provider, urgent care or emergency room if you develop symptoms.

6. **How will I receive my test result from OptumServe?**
   When you sign up for a COVID-19 test with OptumServe, you will be asked for contact information such as your phone number, cell phone number and email address. You will have the opportunity to opt-in to notification by text or email.

7. **I was recently in contact with someone who tested positive or COVID-19. Should I get tested?**
   If you have questions or concerns about possible exposure to someone with COVID-19, please call the Joint Information Center at 441-5000, and you will be connected with a Public Health Nurse.

8. **I have been around someone who may have been exposed but has not been confirmed to have COVID-19. Should I get tested?**
   If you have questions or concerns about possible exposure to someone who was exposed to someone with COVID-19, please call the Joint Information Center at 441-5000, and you will be connected with a Public Health Nurse.