

NOTICE OF YOUR RIGHT TO RECEIVE COVID-19 TESTING FROM YOUR HEALTHCARE PROVIDER

By Order of the Santa Clara County Health Officer, **your healthcare provider is REQUIRED TO PROVIDE YOU WITH COVID-19 TESTING if you meet ANY of the following criteria:**

1. You have any symptoms of COVID-19;
2. You have been exposed to a person who has tested positive for COVID-19; or
3. You are required or recommended to have a COVID-19 test under State or County guidelines (Healthcare Facilities are not required to provide *routine* surveillance testing to K-12 students, but must provide all other testing recommended or required for K-12 students).

If you fall into one of these categories, you should ask your healthcare provider for a COVID-19 test. Your healthcare provider may ask you if you fall into one of the above categories, but cannot require proof.

If you fall into one of these categories and request a test, your healthcare provider MUST provide you with a COVID-19 test (PCR or antigen) within 24 hours. This is the rule whether you request a test in-person or remotely.

Your healthcare provider may tell you to go to another clinic or testing center operated by the same healthcare provider within the county (or outside the county if within 10 miles of your home) if needed to ensure that you receive a test within 24 hours. Your healthcare provider may not, however, tell you to go to a site run by another organization, including the County's public testing sites.

If you receive a lab-based (e.g., PCR) test, you must receive your results within 72 hours.

These legally binding requirements supersede any other messaging you receive from your healthcare provider about testing being limited.

PLEASE SUBMIT A COMPLAINT IF THESE RULES ARE VIOLATED

If your healthcare provider fails to meet the above standards, or you have other complaints or concerns about COVID-19 testing, please report them to the County Public Health Department at www.sccCOVIDconcerns.org.

