

FAQ: Team member and immediate family member PCR testing for COVID-19, Flu A/B and RSV

Q: What is the accuracy of the LabGold™ testing platform?

A: This new platform delivers results with better than 99% accuracy.

Q: Do you need symptoms to complete a self-test? Or can it be used for asymptomatic individuals?

A: The LabGold™ collection kit can be used to test for COVID-19 in both asymptomatic and symptomatic individuals. Flu A/B and RSV testing is only for symptomatic individuals.

Q: Who can pick up a LabGold™ testing kit and where are they available?

A: Hospital-based team members can go to the Team Member Health Services (TMHS) office at their site or a [designated Patient Service Center](#). Ambulatory-based and enterprise services team members should go to a designated Patient Service Center. *Please be sure to have your Northwell ID badge.*

Q: Do the kits expire?

A: Yes. Please see the expiration date printed on the test kit package.

Q: How many LabGold™ testing kits can I pick up?

A: You can receive up to three kits per visit for you and your immediate family members.

Q: Where do I go to drop off a LabGold™ tube once I complete the self-swab?

A: You or your immediate family member can hand off the LabGold™ tube to a phlebotomist at a [designated Patient Service Center](#). If you are hospital-based and use your site Team Member Health Services office for drop-off, place the tube for yourself or on behalf of your immediate family on the appropriate rack in the office.

Q: How do I get my test results? Whom do they come from?

A: First you will receive a text informing you that your specimen has been linked to your registration and your specimen has been received in the lab. You will also receive a text when your results are available.

Click the link to verify your identity and view your results. By clicking the link, this will initiate an email with results to be sent to you from LabGoldResults@northwell.edu. Results will be provided within one to three days from receipt in the lab.

If your result is positive for COVID-19, please ensure that you follow the current isolation guidelines for healthcare personnel as per the Centers for Disease Control (CDC) and New York State Department of Health (NYSDOH). Call the TMHS Call Center at (516) 734-7166 for any additional guidance.

Q: Who is considered an immediate family member?

A: An immediate family member is defined as your spouse, your child(ren), your parents and parents-in-law, and your grandparents.

Q: Who can I contact for additional information?

A: If you have additional questions, please contact Team Member Health Services at EHS@northwell.edu. For information specifically about LabGold™, contact LabGold@northwell.edu.