# Table of Contents

- **Introduction** .................................................................................................................................... 3  
- **Objectives** ...................................................................................................................................... 4  
- **State Responsibilities** ..................................................................................................................... 5  
- **Your Responsibilities as an Organization Supervising Sample Collection** .................. 5  
- **Areas of Focus** ................................................................................................................................. 7  
- **8 steps to conduct testing** .................................................................................................................. 8  
  1. Creating your collection plan ........................................................................................................ 12  
  2. Completing onboarding checklist .................................................................................................... 13  
  3. Completing Memorandum of Understanding (MOU) and onboarding form ................................ 17  
  4. Registering with Color ...................................................................................................................... 18  
  5. Ordering kits ...................................................................................................................................... 21  
  6. Supervising sample collection .......................................................................................................... 23  
  7. Shipping collected samples for processing ...................................................................................... 27  
  8. Reporting and billing ......................................................................................................................... 31  
- **FAQs** ............................................................................................................................................... 37  
- **Appendix** ......................................................................................................................................... 41
Introduction

The public-private partnership to build the California Department of Public Health’s (CDPH’s) Valencia Branch Laboratory in California could enable the state to conduct an additional 150,000 tests per day—significantly increasing the state’s testing volume. This initiative is in partnership with PerkinElmer, a major diagnostics company.

As part of the state’s objective to build COVID-19 testing capacity that is timely, equitable, and cost-effective, the new laboratory aims to augment the existing testing marketplace, help break supply chain bottlenecks, and drive down costs for tests in California. This new capacity could enable the state to step up testing of disproportionally impacted populations at high risk for contracting COVID-19 (e.g., essential workers, those in congregate settings and communities of color) and continue reopening our economy safely.

The laboratory is contractually obligated to have a turnaround time of 24-48 hours (since receipt of sample at the CDPH Valencia Branch Laboratory), which is essential for a disease containment framework that includes testing, tracing, and isolation/support. With the onset of flu season, the CDPH Valencia Branch Laboratory also provides much needed additional capacity. Given symptoms for the flu are similar to COVID-19, healthcare providers will likely test for both, further increasing demand for testing.

This Playbook has been created with the aim to offer a step-by-step guide to organizations (e.g., schools, agriculture associations, etc.) on how to partner with the state to ramp-up capacity of COVID-19 testing. It includes eight critical steps: (1) creating a collection plan; (2) completing an onboarding checklist; (3) completing MOU and onboarding form; (4) registering with Color; (5) ordering kits; (6) supervising sample collection; (7) shipping collected samples for processing; and (8) reporting and billing.
Objectives

CDPH Valencia Branch Laboratory’s capacity is intended to be additive to the existing capacity of public and private laboratories. This would not supplant existing laboratory capacity, but make testing more accessible and equitable.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Graph" /></td>
<td>Continue to <strong>grow testing capacity</strong> to meet Californians’ testing needs.</td>
</tr>
<tr>
<td><img src="image" alt="Location" /></td>
<td>Improve <strong>accessibility</strong> of testing so individuals can obtain tests when appropriate.</td>
</tr>
<tr>
<td><img src="image" alt="Money" /></td>
<td>Ensure <strong>cost sustainability</strong> of testing for individuals, healthcare stakeholders, and the state budget over time.</td>
</tr>
<tr>
<td><img src="image" alt="Scales" /></td>
<td>Increase <strong>equity</strong> in the distribution of tests by reaching communities most affected by the pandemic.</td>
</tr>
</tbody>
</table>
State Responsibilities

• Contract with vendors to provision test collection kits
• Provide community collection support services, including planning, onboarding, training and ongoing support
• Deliver patient registration system, and test result monitoring / notification system (call and text)
• Oversee sample processing in the laboratory
• Ensure that CDPH Valencia Branch Laboratory delivers results within 24-48 hours of receiving the sample
• Pay for test processing and, as appropriate, recoup costs from insurance companies and the federal government through a third-party biller
• Provide detailed instructions and guidance for operating collection sites including shipping samples to the laboratory
• Ensure individuals with a positive result receive follow-up (when collection site is unable to follow-up)

Your Responsibilities as an Organization Supervising Sample Collection

• Assess testing demand within your community
• Manage test kit inventory and request kits through state vendor
• Provide Personal Protective Equipment (PPE), technology and physical space for sample collection
• Conduct community outreach to drive participation in testing
• Gather patient data and submit via a web accessible platform
• Securely dispose of any patient data collected on paper
• Collect sample at the collection site
• Ship via shipping company or courier to CDPH Valencia Branch Laboratory within 24-hours of collection using approved methods
• Support individuals with technology limitations to access test results
• If possible, identify a clinical provider to offer follow-up care to patients who receive positive test results

• Pay for essential site costs e.g., shipping or courier service, staff, outreach programs, materials etc. (See Billing for more information)

NOTE: You can form strategic partnerships with other local organizations to help manage part of your responsibilities
Areas of Focus

As we build up the capacity of this new laboratory, it will take time to reach the target daily testing rate of 150,000. Initial onboarding of collection sites will be focused on regions and populations demonstrating the following criteria:

<table>
<thead>
<tr>
<th><strong>Unmet testing need</strong> (absolute or per capita) based on California’s Testing Strategic Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall testing need</strong> (total or for impacted populations, including schools) based on California’s Testing Strategic Plan</td>
</tr>
<tr>
<td><strong>Risk of disease spread</strong>, based on population density</td>
</tr>
<tr>
<td><strong>Disease burden</strong>, based on risk categories from <a href="#">Blueprint for a Safer Economy</a></td>
</tr>
<tr>
<td><strong>Health equity</strong> score based on California Department of Public Health’s Health Equity requirement, which tracks positivity in counties’ lowest quartile Healthy Places Index (HPI) census tracts</td>
</tr>
<tr>
<td><strong>County and other local interest</strong> in participating and specific requests for support</td>
</tr>
</tbody>
</table>
8 steps to conduct testing

To stand up the CDPH Valencia Branch Laboratory, the state has partnered with Color and PerkinElmer to offer an end-to-end supply chain from procurement to processing of polymerase chain reaction (PCR) tests and a software platform to support sample collection, enabling Local Health Jurisdictions (LHJs) and local organizations to efficiently and effectively provide COVID-19 testing to their communities.

As an organization, you can partner with the state to offer COVID-19 tests by following a simple 8-step process:

**Samples can be sent to the Valencia Branch Laboratory in an easy 8-step process**

1. Creating your collection plan and fill out interest form after defining your target population, testing volume and frequency, set-up and execution timeline

2. Completing onboarding checklist after CDPH approval by providing physical space, procuring PPE, recruiting and training staff, setting up technology hardware and arranging sample shipping

3. Completing MOU and onboarding form to engage the State and begin the onboarding process with Color

4. Registering with Color and onboard your staff to the platform to streamline your process flow and to allow you to promptly begin testing

5. Ordering kits through Color management platform to receive the appropriate number of kits and ship back boxes to fit your testing needs

6. Supervising sample collection by registering individuals, supervising self-collection, and providing each person with a card (including custom test barcode) to access test results via SMS or email

7. Shipping your specimens to the state by utilizing shipping materials provided with the collection kit to return tests to the lab

8. Reporting and Billing. If applicable, monitor the Color platform for patient results and the lab will take care of billing insurance
Following the 8-step process, organizations can expect to conduct their first round of testing within 2-3 weeks, followed by 2-3 days for sample processing and reporting.

While the CDPH Valencia Branch Laboratory provides the testing capacity, the organization is responsible for the collection of the sample, setting up the collection site, staffing for collection, and transportation of the sample to the laboratory. You should consider partnering with other local organizations who can meet collection needs including community collection sites, pharmacies, clinics, etc. If you believe you have a testing need, but are unable to meet these requirements, the state may be able to connect you with partners to support collection needs/capabilities.

**NOTE:** If you are partnering with other local organizations, all steps may not be relevant to you. In this instance, only focus on the steps of the playbook relevant to your context.
Following is a consolidated end-to-end checklist for organizations to follow across the 8-step process:

- **1. Creating your collection plan**
  - Identify the testing demand in your community or organization
  - Complete interest form

- **2. Completing onboarding checklist**
  - Provide physical space meeting core site requirements
  - Procure PPE
  - Recruit/train staff or volunteers
  - Set up technology hardware
  - Arrange sample shipping
  - Outreach to community *(not included in this document)*
  - Schedule appointments *(not included in this document)*
  - Manage on-site logistics *(not included in this document)*

- **3. Completing MOU and onboarding form**
  - Complete MOU and email to the State
  - Complete the onboarding form

- **4. Registering with Color**
  - Onboard onto the Color platform

- **5. Ordering kits**
  - Procure test kits and shipping materials

- **6. Supervising sample collections**
  - Register patients for testing (including walk-ins)
  - Supervise sample collection and prepare samples for collection

- **7. Shipping collected samples for processing**
  - Store samples before shipping
  - Package and ship samples
8. Reporting and Billing
   - Process sample and results reporting
   - Billing
1. Creating your collection plan

To complete the 1st step 'Creating your collection plan', as an organization you will need to:

- **Identify the testing demand in your community or organization**
- **Complete interest form**

Identify testing demand in your community or organization

Before proceeding with offering testing, organizations need to determine their testing demand and make decisions on the following:

- Target populations, e.g., residents within a particular area, workers within a particular industry
- Potential sites to best serve target populations
- Frequency for conducting tests e.g., once a week
- Testing purpose e.g., outbreak response, surveillance
- Target testing volume per week for each potential site
- Self-administered vs clinician-administered tests (NOTE: The PerkinElmer PCR test and Color test kits have been authorized to be self-administered under supervision)

Complete interest form

After identifying the testing demand, if your organization is interested in partnering with the CDPH Valencia Branch Laboratory, please submit the interest form which asks you about your test site readiness, your anticipated weekly testing, and the population you are serving. Once submitted, a representative will reach out to you within 3 business days.

**NOTE:** If you are responding to an emergency COVID-19 outbreak in your community, please fill out the interest form and email test.taskforce@state.ca.gov with your point of contact's name and contact information in the body of the email with the subject line: “Outbreak <County Name> <Facility Name>”.
2. Completing onboarding checklist

To complete the 2nd step ‘Completing onboarding checklist’, as an organization you will need to (See Appendix B for expanded site checklist):

- Provide physical space meeting core site requirements
- Procure PPE
- Recruit/train staff or volunteers
- Set up technology hardware
- Arrange sample shipping
- Outreach to community *not included in this document*
- Schedule appointments *not included in this document*
- Manage on-site logistics *not included in this document*

Provide physical space meeting core site requirements

Your organization is responsible for ensuring there is an appropriate location and adequate space for physical distancing of all individuals during the testing process. For example, collection sites can be public spaces (e.g., park), or private spaces (e.g., parking lot/field associated with an employer). You must provide all on-site logistics e.g., electricity, reliable internet access (cellular and/or Wi-Fi as appropriate), appropriate hand washing/sanitizer stations, waste pick-up, etc.

Administering tests at a site has two different flow types: walk-in and drive-through. Consider both options when planning as they require different spaces and space layouts and serve different patients. While drive-through may be more convenient for some patients, it is essential to have pedestrian options for those community individuals who do not have automobiles. Detailed site set-up checklist to set up the physical space is provided in Appendix B.

Procure PPE

Your organization is responsible for ensuring all staff/volunteers have appropriate personal protective equipment (PPE). For personnel:

- Handling samples, but are not directly involved in collection (e.g., self-collection) and not working within 6 feet of the patient, should follow Standard Precautions.
Healthcare personnel are recommended to wear a form of source control (face mask) at all times while in the sample collection facility.

- Collecting samples or within 6 feet of patients suspected to be infected with COVID-19, should maintain proper infection control and use recommended personal protective equipment (PPE), which includes an N95 or higher-level respirator (or facemask if a respirator is not available), eye protection, gloves, and a gown, when collecting samples.

Recruit/train staff or volunteers

Collection sites must have trained staff on site to oversee all test administration. Based on CDC Guidance, staff requirements at the collection site will vary based on size but should include personnel focused on:

- Guiding patients and managing traffic flow
- Registering patients or assisting patients with self-registration
- Checking patients in and collecting samples (monitoring or administering)
- Preparing samples for shipping to the lab

Additionally, there are different staff requirements depending if tests are self-administered vs clinician-administered:

- **Staff Requirements for Self-Administered tests (can be administered by parent/guardian for children under the age of 13)** - Self-administration requires supervision by trained personnel (see Supervising sample collection for more information) which can be any trained adult and can be done from 6 feet away. The CDC recommends that the test supervisor wears gloves and face mask and requires that the patient understand and be able to perform procedure.

- **Staff Requirements for Clinician-Administered tests**: Clinician-administration requires clinician availability (e.g., Physicians, Physician assistants and nurse practitioners, Nurses such as RNs or LVNs, Pharmacists, EMTs, Medical Assistants). According to the CDC, clinician-administration requires maintaining proper infection control and use of recommended personal protective equipment (PPE), including an N95 or higher-level respirator (or facemask if a respirator is not available), eye protection, gloves, and a gown, when collecting samples.

**NOTE**: Self-administered tests are generally recommended over clinician-administered tests due to its comparable effectiveness and decreased patient discomfort. However, it is recommended that sites consider target populations when deciding which tests to use. For example, if sites plan to test groups such as elderly
populations, or groups with disabilities, they should consider using clinician-administered tests.

NOTE:

- **13 and older:** Children who are 13 and older can provide consent and administer the tests themselves. If they do so, results will only be delivered to them, and not to a parent/guardian. If a parent/guardian is present for a child age 13-18, the parent/guardian can consent and can provide their contact details to receive the results on behalf of the child.

- **Under 13:** Children who are under 13 must have parental or guardian consent and it is the parent or guardian’s best judgement on whether they or the child will administer the test themselves. Following testing, the parent or guardian that registered and consented on behalf of the child will receive the results.

NOTE: According to the California Department of Consumer Affairs medical assistant webpage, medical assistants can collect using nasal swabs, but front of the nose only. They may not collect using nasopharyngeal or oropharyngeal swabs.

Set up technology hardware

Participating organizations are responsible for ensuring all equipment needed to run the Color platform is available at the collection site e.g., laptop or tablet, internet connection, and scanner. Please review recommendations below:

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modern tablet or laptop</td>
<td>3 computers and tablets for every 250 participants per day, 1 device needs a scanning function. Device should run latest version of Google Chrome and have 1 USB-A port if using a wired barcode scanner</td>
</tr>
<tr>
<td>Scanner</td>
<td>Scanner needed to scan barcodes on collection tube. If using iPad: recommend using ScanKey iOS app. If using handheld scanner, scanner needs to support scanning of 1D barcode labels. Color recommends using wired USB scanners (instead of wireless or Bluetooth scanners). If handheld USB scanner is preferred, site will also need a Lightning to USB 3 Camera Adapter (for iPad) or a USB OTG adapter like Micro USB or USB-C (for Android tablet)</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>Strong Wi-Fi signal through router or hotspots</td>
</tr>
<tr>
<td>Electrical</td>
<td>Every check-in and testing lane needs direct access to electrical. Each lane will have iPads and Wi-Fi hotspots plugged in</td>
</tr>
</tbody>
</table>
Arrange sample shipping

Collection sites are responsible for arranging shipping for samples to the CDPH Valencia Branch Laboratory. It is advised to utilize a courier / transportation service that is authorized to ship Category B Infectious Substances; a list of potential couriers can be found in Appendix C. The State of California is also currently expediting the development of the California COVID-19 Courier Network (CCN) through which collection sites will be able to drop off samples at a nearby CCN drop-box location. For more details on potential state transportation support, please see Appendix E. While it is possible to ‘hand-deliver’ samples to the lab, it is strongly advised against unless the individual delivering the samples has appropriate hazmat training.

Collection sites are encouraged to send samples to the VBL within 24 hours (preferably the same day as collection) to ensure rapid results from the lab. NOTE: For planning purposes, a 100-kit ship-back box fully filled 100 kits is 12” x 12” x 10” and approximately 6lbs and a 200-kit ship back box fully filled with 200 kits is 12” x 12” x 20” and approximately 12lbs.
3. Completing Memorandum of Understanding (MOU) and onboarding form

To complete the 3rd step ‘Complete MOU and onboarding form’, as an organization you will need to:

☐ Complete MOU and email to the State
☐ Complete the onboarding form

Complete Memorandum of Understanding (MOU) through DocuSign

After creating an internal collection plan (Step 1) for leadership and staff, getting site approval from CDPH through the interest form (Step 1) and completing the onboarding checklist (Step 2), the State will release the Memorandum of Understanding (MOU) that sites must then complete that attests to the responsibilities of running a collection site (details for submission to be provided after site is approved).

Complete the onboarding form

The State will release the onboarding form which asks for site-specific information such as expected hours and days of operation, site point of contact, estimated daily testing, site address for kit shipping, and site medical provider(s). This must be completed at least five business days in advance of the first day of sample collection.

NOTE: When CDPH verifies that both MOU and onboarding forms are complete, and approves the number of kits to be sent to the site each week, Color will reach out to you via email with detailed instructions for Steps 4 and 5.
4. Registering with Color

To complete the 4th step ‘Register with Color’, as an organization you will need to:

- Onboard onto the Color platform

Onboard onto the Color platform

Color’s platform allows for the collection of important patient information and links the sample to the patient using a barcode maintained in the patient record and on the physical sample. The platform requires staff members to review training materials that explains how to use the platform to enter participant data and scan in the barcode from the test kit. By completing the onboarding form (Step 3), each organization will provide information about their testing plan and collection site to Color at least five business days in advance of site launch to set up the site within the platform (see Color’s Pre-Launch and Post-Launch Instructions for more information).

As part of this information, each organization will provide a list of the emails addresses for all staff who will be registering participants and/or collecting or monitoring self-administered samples. Once the site is approved, the individual managing the site should alert each of these staff members to create individual Color accounts which allows them to access the system.

**NOTE:** It is important that staff members complete this process and test their access to the site at least two business days before testing in order to avoid issues on the day of testing.
Patient registration information must be loaded into the Color platform online. Paper forms will be included for sites that receive test kits as an emergency back-up in case the Internet is not available. However, if paper forms are used all information collected must be entered in the online platform by collection site staff to complete the sample collection process. **Samples cannot be shipped to the lab until this has been done.** In addition, if patient data is collected using paper forms, the site is responsible for securely shredding these documents. This is necessary because the data is considered personal health information (PHI) which is protected by HIPAA. In addition, if additional paper forms are required, the site will need to order these specifically through CDPH.

**NOTE:** Collection sites are responsible for determining how to schedule patient appointments if this is desired. The basic platform provided does not include scheduling functionality.
There are three types of sites that utilize the Color platform: shared medical provider sites, admin sites, and community sites. The below table shows how each site type differs in onboarding with the Color platform as well as how they differ in viewing patient results and assuming responsibility for communicating results.

### Summary of the three types of sites utilizing Color patient registration

<table>
<thead>
<tr>
<th>Shared medical provider site</th>
<th>Admin site</th>
<th>Community site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites with pre-existing provider-patient relationships (e.g., primary care providers, in-patient congregate living facilities, etc.)</td>
<td>Sites that need access to test results to guide decisions on health, safety, and/or returning to work/school</td>
<td>Sites that do not need to see patient test results</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Viewers of patient results</th>
<th>Sites &amp; individual tested (or parent if minor under 13)</th>
<th>Sites &amp; individual tested (or parent if minor under 13)</th>
<th>Individual tested (or parent if minor under 13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site resulting responsibility</td>
<td>Provider assumes responsibility for following up with patients</td>
<td>State will follow-up with patients that test positive (or presumptive positive) at these sites through an outbound call within 48 hours of the positive result; tests conducted under state health officer standing order</td>
<td></td>
</tr>
<tr>
<td>Requirements &amp; impact to testing operations</td>
<td>Provider (RN, DO, MD) with current NPI number; standard patient registration with no HIPAA authorization</td>
<td>Patients will be prompted to sign HIPAA authorization at registration; patient cannot get tested at site without signing authorization</td>
<td>Patient not asked any authorization questions at registration</td>
</tr>
<tr>
<td>Trigger event</td>
<td>Site includes provider NPI information when completing the onboarding form</td>
<td>Default site configuration</td>
<td>Site notifies Color that they do not want to see patient results and to remove HIPAA authorization from patient registration</td>
</tr>
</tbody>
</table>

Source: CDPH COVID-19 TTF
5. Ordering kits

To complete the 5th step ‘Order kits’, as an organization you will need to:

- [ ] Procure test kits and shipping materials

**Procure test kits and shipping materials**

Once the organization has completed the MOU and the onboarding form, CDPH will use the information provided to estimate the number of collection kits and ship-back boxes needed. The first order of test kits and return supplies will automatically be placed on your collection site’s behalf. Your site will receive them within 4-5 business days. The number of test kits will be based on your approved allocation from CDPH (one week’s worth of approved test kits plus an additional 10% buffer). See [Color’s Test Kits webpage](#) for more information.

For subsequent shipments, each organization will need to order additional kits and ship-back boxes through the Ordering Portal, pending the order is under the pre-approved limit for the site established by CDPH. As the state provides the ordering physician, test kit orders can be placed without the site needing their own physician sign-off. Unless expedited shipping is used (at an additional cost), each order may take five or more business days to arrive at sites, therefore, planning in advance is essential. Color’s Test Kits webpage has a tool that predicts and manages kits and ship-back boxes for site’s ordering and inventory allowing sites to have an efficient amount of supplies.

Color will also provide appropriate materials to ship samples to the laboratory. **Organizations must use the provided ship-back boxes to ship the samples to the lab.** There are two ship-back box sizes (12x12x10 and 12x12x20) boxes, which hold either 100 kits or 200 kits. In addition to estimating the number of samples to be collected, sites will also need to estimate the number of shipments that will be made to the lab each week. This information will be used to determine how many ship-back boxes and what size will be provided to the site.

**NOTE:** Kits have a shelf life of 1-2 years. If not all kits are used in each week, they can be used in the next weeks if stored properly. That said, sites are heavily encouraged to order the amount of kits needed each week for their site so the State can ensure all sites have access to the number of kits needed each week.

**NOTE:** Before kits are used for testing, they should be stored somewhere secure with no direct exposure to sunlight or heat. The ideal environment to store test kits is at room temperature (between 72 and 76 degrees Fahrenheit).

**NOTE:** These collection kits use PrimeStore transport media (the small amount of liquid in each tube) to stabilize and inactivate the virus. This media contains
guanidine thiocyanate, which produces a dangerous chemical reaction that releases cyanide gas when exposed to bleach (sodium hypochlorite). **DO NOT USE bleach products near collection kits.**
6. Supervising sample collection

To complete the 6th step ‘Supervise sample collection’, as an organization you will need to:

- Register patients for testing (including walk-ins)
- Supervise sample collection and prepare samples for collection

Register patients for testing (including walk-ins)

The Color platform both allows you to register walk-in patients and enables patients to self-register through a site-specific URL (See FAQ for more info). To register a walk-in patient, a staff member only needs to complete a few simple steps on behalf of the patient (see pictures below). The staff member will collect answers to a series of questions for the system, including necessary contact information for each patient (e.g., phone number, name, date of birth, health insurance – if applicable, parent/guardian information if applicable, etc.) before they are able to submit their sample.

NOTE: Patient’s who pre-register will have their information stored and their profile can be resurfaced for future use. Therefore, to save patient information for future purposes, pre-registration is recommended.

Assisting Testing for Individuals with Disabilities

Consent for residents who lack capacity for health care decisions: If an entity wishes to obtain a sample to be tested from an individual who lacks capacity to make health care decisions, the entity must have consent for such treatment from the individual’s legally-authorized health care decision maker.
Supervise sample collection and prepare samples for collection

The swabs included in the state provided test kits are Anterior Nares (nasal) samples which when both properly self-administered (Spanish version) or clinically-administered, have been scientifically shown to have similar performance to other testing alternatives, such as nasopharyngeal or oropharyngeal swabs, while being less invasive and generally more comfortable for patients.

For self-administered tests, the individuals collecting their own sample must be supervised and each individual must follow the following steps as shown in the printable flyers can be downloaded, here and Spanish version here. When available, video or animated instructions may provide added clarity for patients. For example, the Lower Nasal Swab Collection instructions, developed by Audere, contains an animation to demonstrate proper technique. Audere, a Washington State nonprofit corporation, has granted a general right of reference to any organization who wishes to access and use these instructions for lower nasal swabs administered at a collection site.

NOTE: These collection kits use PrimeStore transport media (the small amount of liquid in each tube) to stabilize and inactivate the virus. This media contains guanidine thiocyanate, which produces a dangerous chemical reaction that
Information contained in this document is preliminary | Working draft as of 1/22/2021.

releases cyanide gas when exposed to bleach (sodium hypochlorite). **DO NOT USE bleach products near collection kits.**

Administering a Nasal Sample

**Providing a Nasal Swab Sample**

1. Open the package with the swab. Peel open where indicated. Leave the swab in the package for now.

2. Unscrew the lid of the collection tube. Keep the lid somewhere you can easily find it. **Careful:** Don't spill the liquid inside the tube.

3. Rotate the swab tip in the first nostril, 3 times. Pull swab out of its packaging and insert it into one nostril just until the soft tip is no longer visible. Rotate it in a circle around the inside edge of your nostril at least 3 times. **Careful:** Don't touch the soft tip with your hands.

4. Repeat in the other nostril, 3 times. Use the same soft tip to repeat the previous step in the second nostril.

5. Put the swab into the collection tube. The soft tip of the swab that went into your nose should go into the tube first. **Note:** The handle will be sticking out.

6. Snap the handle off. Holding firmly onto the tube, snap the handle off where it naturally bends. **Careful:** Don't spill the liquid inside the tube.

7. Screw on the top of the collection tube. You're almost done! Make sure the top is screwed on tightly.

8. Put the tube into the specimen bag. Seal the bag by closing the ziplock seal.

Following is [additional guidance from CDC on collecting the sample](https://www.cdc.gov/coronavirus/2019-ncov/testing/lab.html) (Spanish version here)
Insert the swab into your nostril. Do not insert it more than half an inch into your nostril.

Slowly twist the swab, rubbing it along the insides of your nostril for 15 seconds.

Gently remove the swab.

Using the same swab, repeat steps 4-6 in your other nostril.
7. Shipping collected samples for processing

To complete the 7th step ‘Shipping collected samples for processing’, as an organization you will need to:

- [ ] Store samples before shipping
- [ ] Package samples

Store samples before shipping

Collection sites are responsible for secure storage of samples prior to shipment and selecting and coordinating pick-up by a courier (See Appendix C for a list of Category B qualified California courier options). Samples should be stored in a secure collection bin in a cool, shaded, and covered area. While refrigeration isn't necessary, it is most important that samples are not kept in direct sunlight. The ideal environment is room temperature (between 72 and 76 degrees Fahrenheit). Once collected, samples are suggested to be transported to the lab within 24-hours (preferably the same day as collection), for faster lab processing and turnaround time on results.

Package and ship samples

Collection sites are responsible for properly packaging (see common packaging and shipping mistakes for additional information) all samples appropriately for transportation. This requires compliance with Biological substance Category B shipping. Test kits provided by the state, through Color, will come with specific packaging materials to help streamline the return process.

Test kit materials (see Color test kits for more information)

- 6” x 9” biohazard bag that contains:
  - Small absorbent pad
  - Tube containing (Molecular Transport Media) MTM labeled with a barcode
  - AN/OP individually packaged Swab
  - Bilingual takeaway card with the same barcode as on the tube which will be given to each participant to help them access their test results
Ship back materials (see Color test kits for more information)

- Large sealable biohazard bag (watertight)
- Shipping box (100 kit and 200 kit size)
- UN3373 label (to be affixed to the outside of the box before shipping)
- Electronic manifest and batch shipping tool
Electronic manifest and batch shipping tool (see Color Batch Shipping Tool Training for more information)

Color provides an electronic manifest and batch shipping tool to all sites, to help track samples as they are transported from the collection site to VBL and ensure that VBL only receives activated samples that can be processed. Once the samples have been collected, an electronic manifest will need to be completed on the Batch Shipment tool for each shipment. A print out of the manifest will need to be included with every sample shipment sent to the lab. Paper manifest for your site are also provided (if needed).
11 Steps to package samples for shipping (See Appendix A for general packing requirements)

1. Make sure the caps are tightly sealed on each tube

2. Package each sample in the individual biohazard bag with small absorbent pad

3. Place individual samples in the large biohazard bag. Note: The biohazard bag should only contain up to either 100 or 200 individual kits, depending on the size of your return box. You do not have to fill the bag up to the capacity if you have not performed the full number of tests over a timeframe. Feel free to ship bags with less than the full capacity

4. Seal the large biohazard bag tightly

5. Place the biohazard bag inside the return shipping box provided

6. Make sure the return shipping box has a UN 3373 label affixed to the outside of the box

7. Place the completed paper manifest on top of the bag

8. Seal the cardboard box. If possible, label the outside of the package with the manifest ID.

9. Affix the return shipping label if applicable (not included)

10. Provide the box to the courier or carrier as appropriate

11. Note down the tracking number if appropriate
8. Reporting and billing

The 8th step 'Reporting and billing' will be handled by the state’s Valencia Branch Laboratory, who will:

- Process sample and results reporting
- Billing

Process sample and results reporting

The CDPH Valencia Branch Laboratory will be responsible for processing all samples within 48 hours of receipt. When results are available, Color will notify patients through SMS and/or email (using the mobile phone number and/or email provided through the registration process) that results are available.

Patients can use their date of birth and the barcode number associated with their sample (which is provided on a take-away card for sites that will be provided kits by the state) to access their results through Color’s HIPAA compliant website. If the patient loses their Color barcode for their test, they can call the Color support hotline. Patients can also access their results by clicking on the link from their email or text notification.

For sites without a shared provider, patients with positive test results who do not check their test results on the Color website will receive up to 10 autodial attempts from the state’s clinical call center within 48 hours to ensure they receive their test results.

**NOTE:** Spanish and other languages are available on these calls through the language line.
Moreover, Color will transmit all results on behalf of the CDPH Valencia Branch Laboratory to the State through the California COVID-19 Reporting System (CCRS). For organizations that identify a shared provider (e.g. a healthcare provider—MD, DO, PA, NP, or RN—associated with clinic or site run by a public health department) during the collection site set-up process, Color will also give that provider access to a portal that allows to see results for all patients tested at the site.

**NOTE:** Sites that identify a shared provider or clinician (e.g., MD, RN) are fully responsible for informing patients about positive test results and after care.

**NOTE:** Patients who do not have a reliable mobile phone number and/or email address can still be registered through the Color platform if they utilize the contact information (mobile phone and/or email) from a proxy. In this case, the proxy is responsible for communicating results to the patient. Color is not able to provide results outside of the HIPAA compliant website, which is accessed using the Internet and providing the patient’s date of birth and the barcode number associated with their sample (which is provided on a take-away card for sites that will be provided kits by the state).
There are four potential results that a patient can receive after taking the test:

<table>
<thead>
<tr>
<th>Result</th>
<th>What it means</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>A <strong>positive test</strong> result means that the COVID-19 virus was detected in your specimen. <strong>NOTE:</strong> The incubation period for COVID-19 is between 2-14 days. Depending on when you were tested, or the sensitivities of a given test, be aware that future tests may come back negative.</td>
<td>You should self-isolate. You can contact your medical provider or local health department authorities for further instructions. Additionally, your local health department may also contact you. Only a physician can give you a diagnosis. They can also provide information on how to care for yourself and to help protect others from infection.</td>
</tr>
<tr>
<td>Presumptive positive</td>
<td>A <strong>presumptive positive result</strong> indicates that you had a marginal trace of the COVID-19 virus in your specimen. This may mean you are either very early in your COVID infection and the virus is just beginning to rise, or you are later in your COVID infection and the overall amount of virus is declining. It could also mean you are infected with COVID but the sample that was taken for testing only captured a minimal amount of the virus when swabbing.</td>
<td>You should self-isolate. You can contact your medical provider or local health department authorities for further instructions. Additionally, your local health department may also contact you. You will be asked to submit a new specimen so another test can be run.</td>
</tr>
<tr>
<td>Negative</td>
<td>A <strong>negative test result</strong> means that COVID-19 virus was not detected in your specimen at the time of your test.</td>
<td>Negative results mean that the virus was not detected at the time of the tests. If you're feeling symptoms (fevers, chills, cough, shortness of breath, muscle and body aches, fatigue, headache, sore throat, new loss of taste or smell, runny nose, congestion, nausea, vomiting and diarrhea), contact a doctor and ask whether you should be retested because (1) you may have contracted the virus after your test, or; (2) your test may have been a false negative.</td>
</tr>
</tbody>
</table>
Invalid

An **invalid test** result means that the lab was unable to confirm the presence or absence of COVID-19 in your specimen.

You should self-isolate. You can contact your medical provider or local health department authorities for further instructions. Additionally, your local health department may also contact you. You will be asked to submit a new specimen so another test can be run.


**Billing**

Collection sites will not be responsible for test processing costs. However, sites will be responsible for costs of shipping and other equipment for the collection process (e.g., PPE). Where the test is covered by the patient's health coverage (see categories below), the state has contracted with a third-party vendor to submit claims. Therefore, patients will be asked to provide information about whether they have health coverage, and if they do, details about their policy will be requested during the registration process. In order for the State to pursue reimbursement from the Federal government, patients without health coverage will be asked to attest that they do not have insurance and provide their State ID or driver’s license number (if applicable).

Note: Patients can take the tests without State IDs, driver’s licenses, or insurance. They can optionally show these items so the State can receive reimbursement from the Federal government.
Sites have two billing options:

<table>
<thead>
<tr>
<th>Billing type</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct billing</td>
<td>The state directly bills sites for the cost of each test conducted ($55/test). The state will invoice the site monthly for the tests conducted. Please note, hospitals seeking temporary support to test healthcare worker must set-up direct billing. Note: The current price per test is $55, from collection through processing. Test costs are expected to decrease as the laboratory processes a greater volume of tests.</td>
</tr>
<tr>
<td>Insurance billing</td>
<td>The state bills an individual’s health insurance for the cost of each test ($55/test). This applies to both patients and employees. Patients and employees will never be balance billed by the state.</td>
</tr>
</tbody>
</table>

With the exception of hospitals seeking temporary support to test healthcare workers, sites can select the billing option that best meets their needs.

All costs related to collection site responsibilities are borne by the organization, standing up the test site, including shipping, staff time, and necessary equipment for the collection process (e.g. tents, chairs, PPE, etc.). Initially, the State will also provide collection kits, however in the future collection sites may be responsible for the costs associated with these kits.

Where the test is covered by the patient’s health coverage (see categories below), sample collection costs may be reimbursable. Organizations may want to consider partnering with a medical provider, clinic, pharmacy or other entity with collection experience to leverage their abilities to do such billing. The State does not perform billing of sample collection.

**Neither the State nor collection sites (including healthcare providers that perform sample collection) will bill the patient for any portion of the testing costs (including the uninsured).**

**NOTE:** Employers of non-essential workers should typically set up direct billing, unless the testing is for workers who are symptomatic or have been exposed to COVID-19. For a full list of essential workers, please see list here: [https://covid19.ca.gov/essential-workforce/](https://covid19.ca.gov/essential-workforce/). To further discuss billing options, please contact the Testing Task Force inbox at testing.taskforce@state.ca.gov.
The California Department of Managed Health Care, a health plan regulatory agency, has requirements on health plans for covering testing which are best summarized in the following categories:

Category 1: Symptomatic or exposed Individuals
- Federal statutes require coverage:
- No medical/utilization management and no prior authorization requirements
- At any authorized collection site
- Provider reimbursement at negotiated rate or provider's cash price

Category 2: No symptoms/exposure but enrollee is an "essential worker"
- The emergency regulation:
- Defines who are "essential workers"
- Deems testing for essential workers to be medically necessary in all cases, so no UM or prior authorization required or allowed
- Enrollee must try to get appointment in-network but can go out-of-network if plan does not offer an appointment within 48 hours

Category 3: No symptoms, no exposure, not an "essential worker"
- The emergency regulation:
- Deems testing to be an urgent service when medically necessary for the enrollee
- Allows plans to impose prior authorization requirements
- Requires the enrollee to try to get appointment in-network. But the enrollee can go out-of-network if plan does not offer an appointment within 96 hours
FAQs

Q: Can we test minors (under the age of 13)?

A: Yes, however the parent/guardian must be present, in person, in order to complete the registration process, provide consent, and use their email/phone to obtain results. It is up to the parent/guardian’s discretion on whether they or the child will administer the test. A parent or guardian can receive the results on behalf of a child (ages under 13) when they provide consent on behalf of that child.

Please note, testing at schools may have different requirements for minors. To view the schools requirement, please refer to the Playbook to Stand Up School-Based Collection Sites.

Q: What if someone getting tested does not have insurance?

A: Neither the patient nor the entity will be liable to pay for the test. The state will recoup costs through alternative funds for those without insurance.

Q: Do I need a doctor or nurse to set-up a site?

A: No, not where tests will be self-administered. All such samples sent to the Valencia Branch Laboratory can be completed via a Blanket Order issued by the State Public Health Officer. This means that as long as there is someone trained to supervise self-collection, no clinician is required.

Q: Do you need training to pack patient samples for transport?

A: Packing guidance for safe transport is provided with the shipment of kits and must be followed. Personnel handling patient samples must follow their institutional guidelines on safe biological sample handling.

Q: Do people transporting patient samples need to be trained?

A: For transporting patient samples, personnel must be trained in the proper safety, packing, and shipping regulations for Division 6.2, UN 3373 Biological Substance, Category B in accordance with the current edition of the International Air Transport Association (IATA) Dangerous Goods Regulations (DGR). Personnel should be trained in a manner that corresponds to their function-specific responsibilities.

Q: What disinfectant should personnel use to decontaminate work surfaces?

A: Decontaminate work surfaces and equipment with appropriate disinfectants. Use EPA-registered hospital disinfectants with label claims to be effective against COVID-19.
Follow manufacturer’s recommendations for use, such as dilution, contact time, and safe handling. While CDC guidance includes using bleach for cleaning - **DO NOT USE BLEACH OR PRODUCTS WITH BLEACH.** These samples are transported in Molecular Transport Media (MTM), which can create cyanide gas when it comes in contact with bleach.

**Q: How should the site personnel remove biohazardous waste from the site or testing area for decontamination and disposal?**

A: Handle laboratory waste from testing suspected or confirmed COVID-19 patient samples as all other biohazardous waste in the laboratory. Currently, there is no evidence to suggest that this laboratory waste needs additional packaging or disinfection procedures.

For additional information, refer to the [Biosafety in Microbiological and Biomedical Laboratories (BMBL) (5th edition)](https://www.cdc.gov/biosafety/microbiology/biological-safety-handbook.html).

**Q: What are Standard Precautions?**

A: Standard Precautions are the minimum infection prevention practices that apply to patient care, regardless of suspected or confirmed infection status of the patient, in any setting where health care is practiced. They are based on the principle that there is a possible risk of disease transmission from any patient, patient sample, or interaction with infectious material. Standard Precautions include hand hygiene and use of PPE when indicated, in addition to practices to ensure respiratory hygiene, sharps safety, safe injection practices, and effective management of sterilization and disinfection for equipment and environmental surfaces. The exact implementation of Standard Precautions should be determined by an activity-specific risk assessment.

For additional information, refer to the following:

- [CDC Isolation Precautions](https://www.cdc.gov/hai/isolation.html)

**Q: Who can observe self-collection of swabs?**

A: The observation of swab self-collection is not listed in the scope of practice for any California licensed healthcare professionals, to our knowledge. Observation of self-collection does not appear to be regulated under current law, and is not currently a regulatory issue. Observers should be trained, and this can be done by reviewing the
training materials in section 6 above. Trained observers can supervise self-swabbing remotely.

Q: Do we need to refrigerate samples either during storage or during the shipping process?

A: No. While refrigeration isn’t necessary, it is most important that samples are not kept in direct sunlight. The ideal environment is room temperature (between 72 and 76 degrees Fahrenheit). Regarding the shipping process, following the packing and shipping guidelines (which does not require refrigeration) is required for secure transportation of the sample while maintaining result accuracy (See Step 7 and Appendix A for more information).

Q: How do I register my site to receive a site-specific URL for patients pre-registering online?

A: Once you are approved as a site by CDPH, Color will begin the process of setting up your site and once completed, within 2 business days of approval, Color will share an onboarding email which will include your site-specific URL. If you need additional assistance, please visit Color’s support page at https://www.color.com/cdph-color-faqs and submit a request using the support form. A representative will reach out to help as soon as possible.

Q: How long after testing positive for COVID-19 should someone wait before being retested?

A: Individuals who had a positive viral test in the past three months and are now asymptomatic do not need to be retested; testing should be considered again (e.g., in response to an exposure) if it is more than three months after the date of onset of the prior infection, or if new symptoms occur. For individuals who develop new symptoms consistent with COVID-19 during the three months after the date of initial symptom onset, if an alternative etiology cannot be identified, then retesting can be considered in consultation with infectious disease or infection control experts. For most people there is no need to get tested after an initial positive test to prove that an individual is negative and has resolved the infection and can end isolation. For people that are severely immunocompromised, a test-based strategy to end isolation can be used in consultation with infectious disease experts. Please refer to CDC and CDPH guidelines listed below for more information.

Note that a “presumptive positive” result DOES requires an immediate retesting of the individual.
Information contained in this document is preliminary | Working draft as of 1/22/2021.

For additional details, refer to the following links:

CDPH All Facilities Letter (as of September 12, 2020):
https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/AFL-20-53.aspx

CDC Guidance on Duration of Isolation and Precautions for Adults with COVID-19 (as of October 19, 2020):
Appendix

Appendix A: General packing requirements

General Packaging Requirements – all these requirements are met with the proper use of the shipping materials provided with the collection kits from the state.

For Biological Substance, Category B (UN 3373) shipments, cushioning material is required for both liquid and dried samples. You must include four layers of packaging:

1. Primary watertight inner receptacle. Use primary receptacles made of glass, metal, or plastic with a positive means of ensuring a leak-proof seal; a skirted stop- per or metal crimp seal must be provided; screw caps must be reinforced with adhesive tape. For liquid samples, the primary receptacle must not contain more than 1 L. For dried samples, the primary receptacle must not exceed the outer packaging weight limit.

2. Absorbent material. Place absorbent material between the primary and secondary receptacles, using enough material to absorb the entire contents of all primary receptacles. Absorbent material is required for Biological Substance, Category B (UN 3373) shipments containing liquids. Acceptable absorbent materials include cellulose wadding, cotton balls, super-absorbent packets, and paper towels.

3. Secondary watertight inner receptacle. Use a secondary container that is leak-proof for liquid samples or silt proof for dried samples. Choose only secondary containers certified by the manufacturer for Biological Substance, Category B (UN 3373) prior to use. Either your primary or secondary receptacle must be able to differential of not less than 95 kPa in the range of -40 C to 55 C (-40 F to 130 F). To prevent contact between multiple fragile primary receptacles, individually wrap or separate them inside the secondary container.

4. Sturdy outer packaging. Use rigid outer packaging constructed of corrugated fiberboard, wood, metal, or plastic, or other equally strong material, including cylinders made of such materials and appropriately sized for the contents. Chipboard or cardboard boxes are unacceptable outer packaging. The completed packaging must be of good quality, strong enough to withstand the normal rigors of transportation without loss of contents as a result of vibration, changes in temperature, humidity, or pressure. Limit the total volume for liquid samples to 4 L and the total weight of dried samples to 4 kg per outer container. At least one surface of the outer packaging must have a minimum dimension of 100 mm x 100 mm (4" x 4"). Completed packages must be able to withstand a 4' (1.2-m) impact test. Before sealing the outer packaging, you must make an itemized list of the contents of the package and enclose the list between the secondary packaging and outer packaging.
Appendix B: Sample material required to set-up site

**Structural**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage container pods</td>
<td>• 1 - 2 large storage containers to store site materials, PPE, cleaning supplies, test kits, swabs, etc.</td>
</tr>
<tr>
<td>Drive-through entrance *</td>
<td>• Designated entrance for all vehicles</td>
</tr>
<tr>
<td>Drive-through exit *</td>
<td>• Designated exit for all vehicles exiting from the testing lanes</td>
</tr>
<tr>
<td>Pedestrian entrance **</td>
<td>• Designated entrance that provides direct access to the pedestrian testing lane</td>
</tr>
<tr>
<td>Pedestrian exit **</td>
<td>• Designated exit from the pedestrian testing lane that enables social distancing from the people who are in line for pedestrian testing and/or are entering the pedestrian testing lane</td>
</tr>
<tr>
<td>Walkway</td>
<td>• Walkway needs to be paved and accessible</td>
</tr>
<tr>
<td>Staff parking lot</td>
<td>• Staff parking lot for a minimum of 15 cars</td>
</tr>
<tr>
<td>Courier pick up locations</td>
<td>• The courier needs direct access to all testing lanes</td>
</tr>
<tr>
<td>PPE donning location</td>
<td>• Designated location to don PPE. This can be at a rectangular table near the storage pod.</td>
</tr>
<tr>
<td>Guard boxes / tents</td>
<td>• The guard boxes need to be at the entrance and exit</td>
</tr>
<tr>
<td>Lighting</td>
<td>• Lights throughout the site</td>
</tr>
</tbody>
</table>

**Services & Staffing**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>• Water is needed for the restrooms and handwashing station</td>
</tr>
<tr>
<td>Electrical</td>
<td>• Every check-in and testing lane needs direct access to electrical. Each lane will have iPads and WiFi hotspots plugged in, as well as fridges</td>
</tr>
<tr>
<td>Portable Staff Restrooms</td>
<td>• Designated staff restrooms that are sanitary and cleaned after each use</td>
</tr>
<tr>
<td>Handwashing station</td>
<td>• Handwashing station to enable good hygienic practices of washing hands upon entering the site, washing hands before leaving the site, and throughout the day</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>• Strong Wi-Fi signal through router or hotspots</td>
</tr>
<tr>
<td>Security</td>
<td>• 24/7 site security to ensure that staff, patients, materials and the site are safe</td>
</tr>
<tr>
<td>Cleaning</td>
<td>• 2 cleaning staff that are onsite at all times following the designated cleaning standard operating procedures</td>
</tr>
<tr>
<td>Greeters</td>
<td>• 5 greeters to direct traffic and maintain day to day site operations</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Site managers</td>
<td>• 2-3 city site managers to be at the site at all times</td>
</tr>
</tbody>
</table>

**Traffic Flow**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection site identification sign / banner</td>
<td>• Large entrance signs directing patients where to go</td>
</tr>
<tr>
<td>Directional and informational signage and stands</td>
<td>• Several signs throughout the site to indicate testing stations, directions to follow, and answers to FAQs</td>
</tr>
<tr>
<td>Station specific signage</td>
<td>• Signage on what to expect at the testing station</td>
</tr>
<tr>
<td>Traffic cones and barricades</td>
<td>• Hundreds of traffic cones to mark traffic flow plan; barricades to separate pedestrian and drive-through traffic</td>
</tr>
</tbody>
</table>

*Relevant to drive-through testing

**Relevant to walk-in testing
### Appendix C: Category B Infectious Substances Couriers in California

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rapid Express Courier Systems</strong></td>
<td>North Bay (707-526-7633), Napa (707-255-9435), and San Francisco (415-545-8314)</td>
<td>Customers can schedule pick-up &amp; delivery. The company's delivery and pick-up times run 7 days a week and 24 hours a day. Rapid Express also offers same-day pick-up and delivery solutions. They serve California in the North Bay, Napa, Oakland, San Francisco and San Jose.</td>
</tr>
<tr>
<td><strong>Apollo Medical Logistics</strong></td>
<td>Inglewood, CA Office (310-337-0377), Orange County Office (949-222-0545), San Diego Office (949-222-0545)</td>
<td>Customers can schedule pick-up &amp; delivery to benefit from on demand solutions. These include: Emergency - 1 hour direct service, Stat - 2 hours, Rush - 3 hours, Routine - 5 hours. The company's delivery &amp; pick-up times run 24 hours a day, 365 days a year. Serving California in San Francisco, Los Angeles, Ontario, Orange County, and San Diego.</td>
</tr>
<tr>
<td><strong>A-1 Courier Service</strong></td>
<td>Santa Monica, CA Office (213-622-4000) and Los Angeles CA 90025 (310-450-9000)</td>
<td>Customers can schedule pick-up &amp; delivery online. Delivery &amp; pick-up options are available 24 hours per day, 7 days per week. A-1 Courier Service also offers same-day delivery. They serve all of Southern California.</td>
</tr>
<tr>
<td><strong>Gold Rush Express</strong></td>
<td>Telephone (855-684-6201) or (408-357-2160)</td>
<td>Gold Rush Express offers routed and pre-scheduled deliveries. The company's delivery &amp; pick-up times run 24 hours per day, 365 days per year. They serve the San Francisco Bay Area.</td>
</tr>
<tr>
<td><strong>Red Line Courier Service</strong></td>
<td>Los Angeles Office (866-427-4258), San Diego Office (866-427-4258), Sacramento Office (866-427-4258), and Orange Office (866-427-4258) or (714-678-0110)</td>
<td>Red Line offers 24 hours a day, 365 days a year scheduled emergency pick-up &amp; delivery options. The company's door to door service runs &quot;24/7, all day and all night, every day of the year.&quot; Service ranging throughout California, including Ontario, Orange County, Los Angeles, Fresno, Hollywood, San Diego, San Francisco, and more.</td>
</tr>
<tr>
<td><strong>Medical Couriers Incorporated</strong></td>
<td>Telephone (877-653-399)</td>
<td>Customers can schedule a pick-up by filling a form online. The company's pick-up and delivery services are available &quot;anytime&quot;. The serve California in Los Angeles, San Francisco, Sacramento, Redding, and Fresno.</td>
</tr>
<tr>
<td>Company</td>
<td>Telephone</td>
<td>Services</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>VeniExpress, Inc.</td>
<td>Telephone (877-670-VENI (8364))</td>
<td>Customers can request and schedule pick-ups and deliveries. They are open 24 hours a day 7 days a week. They serve California in San Diego, Los Angeles, Riverside, and Orange County.</td>
</tr>
<tr>
<td>California Courier Services</td>
<td>Telephone (800-914-2931)</td>
<td>Schedule a pick-up and delivery available every day. Same day 24/7 (365 days per year) pick-up and deliveries available. They serve Southern and Northern California in Los Angeles, San Diego, Long Beach, Irvine, San Francisco, San Jose, Sacramento, Pasadena, Fremont, and more.</td>
</tr>
<tr>
<td>SMEX 24/7 Courier Services</td>
<td>Telephone (800-245-4502) or (310-458-6000)</td>
<td>Pre-scheduled and emergency last-minute pick-ups and deliveries are available. The company's delivery and pick-up times run 7 days a week and 24 hours a day. They serve surrounding areas in Southern California.</td>
</tr>
<tr>
<td>Clockwork Express</td>
<td>Telephone (310-568-9175)</td>
<td>Clockwork Express customers can schedule pick-up &amp; delivery by filling a form online. Delivery time is 24hrs, Service days are Monday–Sunday. Same day delivery is offered under 10,000LBS. They serve all of Southern California.</td>
</tr>
<tr>
<td>Reliable Couriers</td>
<td>Telephone (888-415-1781)</td>
<td>Regular scheduled delivery will call or STAT basis available anytime. Open 24 hours a day 7 days a week. They serve California in San Diego, Los Angeles, Sacramento, San Jose, San Francisco, Long Beach, and Irvine.</td>
</tr>
<tr>
<td>UPS</td>
<td>Telephone (1-800-554-9964)</td>
<td>Schedule a pick-up and delivery available every day. 24/7. Daily pick-ups and deliveries. Drop off shipments available. Services are available nationwide. However, pick-up locations in California include Fresno and Madera County.</td>
</tr>
<tr>
<td>FedEx Express</td>
<td>Telephone (1.800.GoFedEx) or (1.800.463.3339)</td>
<td>Schedule a pick-up and delivery available everyday - 24-hour pick-up and delivery services available. Services are available nationwide. However, pick-up locations in California are at Fresno County. NOTE: Pickup must be scheduled (online or via phone) before 1pm PST for same day pickup. Pickup times vary by location and will be determined when scheduled.</td>
</tr>
<tr>
<td>Company</td>
<td>Operations</td>
<td>Information</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Airspace</td>
<td>Operations are 24/7/365. Schedule a pick-up and delivery available every day. They specialize in next flight out, dedicated drive, hand carry and charter transportation.</td>
<td></td>
</tr>
<tr>
<td>Technologies</td>
<td>(855-524-7772), Sales (844-839-1559), Driver Relations (844-208-3330)</td>
<td></td>
</tr>
<tr>
<td>GoExpress</td>
<td>Telephone (559-274-0168) Specializes in Same-Day deliveries. Located in Fresno, California, Go Express, LLC’s services extend beyond Central California as far south as Bakersfield and north to Sacramento. Current expansion plans will broaden our service area into the Bay Area and Southern California.</td>
<td></td>
</tr>
<tr>
<td>GLS</td>
<td>Telephone (800-322-5555) Deliver to every address in California. Expansive Next-Day Delivery Area. Priority Overnight Services at 40% Less Cost. Per-Pallet Rates for LTL Shipments. Later Pickup Times and Earlier Deliveries. Fewer and Lower Accessorial Fees</td>
<td></td>
</tr>
<tr>
<td>Medical Courier</td>
<td>Telephone (877-653-3391) Has large customizable COVID-19 Specimen delivery network in California with customers from large hospital groups, regional clinical laboratories, healthcare specialty companies and the State of CA itself.</td>
<td></td>
</tr>
<tr>
<td>LMC</td>
<td>Telephone (800-562-8782) If using 2nd Day or Next Day Air, order must be in by 3 p.m. Central Time, Monday through Friday. Delivery can’t be guaranteed on holidays. Backorders will be shipped ground when products arrive at warehouse unless other arrangements are made.</td>
<td></td>
</tr>
<tr>
<td>Mobile-Med</td>
<td>Telephone (877-899-9959) No patient minimum needed to provide on-site services. Mobile units visit multiple locations for one company, many of the organizations have multiple locations based in multiple states. Mobile-Med work health solutions services are available 7 days a week based on the need of the client.</td>
<td></td>
</tr>
</tbody>
</table>
Appendix D: Most common packing and shipping mistakes

- **No UN3373 (Category B Biological substance) label affixed to the outside of the ship back box**: In order for transportation services to understand the substances contained in packages and take the proper shipping precautions, ship back boxes must have the UN3373 label box properly adhered in a prominent location.

- **Lack of proper box sealing**: Boxes must be fully sealed to protect the integrity of the samples and ensure patients get accurate results in a timely fashion.

- **No shipping manifest**: Manifests must be completed and included within the shipping boxes for lab intake. VBL counts the number of samples when accepting into lab as a part of the chain of custody (CLIA requirement).

- **Shipping samples not meant for VBL**: VBL is only able to process the approved Color samples. Be sure to only include Color sample kits when shipping.

- **Using bleach near MTM tubes**: **DO NOT USE BLEACH** near MTM tubes as it will cause a chemical reaction that releases cyanide gas.

- **Not using Color ship back materials**: The ship back materials are provided, so sites can ship the samples in a standardized packaging with proper support and protection. Please use them.

Source: CDPH
Appendix E: Using the California COVID-19 Courier Network (CCN) to ship samples to VBL

This section outlines COVID-19 sample shipping support via the State’s California COVID-19 Courier Network (CCN). The CCN will be available to already-approved collection sites affiliated with the VBL.

Through the CCN, already-approved collection sites will be able to drop off samples at specified CCN drop-boxes (Please see the latest live and upcoming drop-box locations at the CCN Drop-Box Mapping Tool at https://arcg.is/3hNVmms. Note that the state will continue to update this mapping tool on an ongoing basis as it continues to install drop-boxes across the state). Samples will be picked up from the drop-boxes by CCN’s transportation courier, Mobile-Med, and delivered to the VBL. The majority of all samples will have a 12-14 hour transit time from pick-up to delivery to the VBL.

Once a collection site is approved by the state, they can opt in to utilizing CCN during the onboarding process. The collection site point-of-contact will be connected with the courier (Mobile Med) to gain instructions and access (i.e., keys) to the nearest drop-box.

As a collection site using a CCN drop-box, it is your responsibility to:

- Package samples and meet packaging requirements. Please note that samples must be packaged in biohazard bags and should not be boxed for a CCN drop-box. Additional directions on how to package samples for CCN drop-boxes will be provided to collection sites upon approval.
- Drop off samples in a pre-assigned CCN drop-box prior to the drop-box pick-up time
- Notify Mobile-Med of any anticipated changes in testing / specimen volume or dates/times of collection
- Safeguard the key provided to access the drop-box, and notify Mobile-Med in the event that the key is lost or misplaced

Delivery and pick-up details are as follows:

- Standard CCN services deployed Monday through Friday
- Pick-ups from CCN drop-boxes occur between 5 pm and 11 pm PST. Samples must be placed in the drop-box by 5 pm PST to guarantee on-time delivery. Based on availability, however, alternate drop-box schedules may potentially be obtained from Mobile-Med.
- Delivery of samples to the VBL occur within 12 to 14 hours of pick-up

Contact information: Mobile-Med can be reached at logistics@mobile-med.com or at 877/899-9959, extension 3.
Photo of illustrative CCN drop-box (#1)

Photo of illustrative CCN drop-box (#2)