

Coronavirus COVID-19 Testing - Patient FAQ (Updated 17.4.20)

For general questions or information about Coronavirus please call the following hotlines which are open 24 hours a day, 7 days a week.
National Coronavirus Health Information Line - **1800 020 080**

1. I think I may have the COVID-19 illness. Where can I go to get this test done?

The list of sites that we have available to offer this test is subject to change. Please visit [clinicallabs.com.au/coronavirus](https://www.clinicallabs.com.au/coronavirus) for the most up-to-date list of a centres.

2. I don't have a referral, the doctor just told to me turn up at your collection centre to have this done?

You must have a referral from your GP in order for us to perform the test.

3. Will I have to pay for this test?

No, this test is bulk billed for patients with a valid Medicare card number.

4. When is my result going to be ready?

Results take between 2-4 working days at this stage and will be provided to your GP who requested the test. We recommend that you contact your doctor to ensure they you have the results prior to your follow-up consultation.

5. Do I have to book for this test?

Due to the high demand for this test we strongly advise that you do book an appointment, or alternatively come in after midday to avoid long wait times. Online bookings at select centres can be made at [clinicallabs.com.au/bookings](https://www.clinicallabs.com.au/bookings).

6. I am an overseas patient, will I be charged for the test?

Yes.

7. Can I have a home visit for the COVID-19 test?

No.