



Frequently Asked Questions



COVID-19 TESTING

FREQUENTLY ASKED QUESTIONS

Who is conducting the testing?

VIP StarNetwork Mobile Laboratory to provide test kits. Testing teams will include a healthcare professional and support staff to provide the safest possible environment for efficient testing.

What is the testing process?

The testing process is simple. You'll receive a notice from a designated individual from either production personnel or your Health and Safety Team that it's time to be tested with date, time and location of where the Covid-19 testing event will be held.

There's a quick check-in upon arrival at the testing site and a healthcare professional will be there to help oversee the process.

What safety precautions are being taken during the testing process?

VIP StarNetwork will follow precautions prescribed by public health agencies. All testing staff will perform hand hygiene before testing and wear appropriate Personal Protective Equipment (PPE). This includes an N95 mask, face shield, gloves and medical gown for healthcare staff assisting with specimen collection, and face masks and additional items for other team members.

All PPE and other testing-related materials will be properly disposed of once testing is completed, followed by additional hand hygiene.

Hand sanitizer is available to everyone who participates in testing, and the testing team has access to a handwashing facility with soap and water.



Is consent required for the COVID-19 test?

Patients must provide consent before testing can be conducted. Patients who are at least 18 can provide their own consent. A parent/guardian must provide consent for patients that are 18 years or younger. An online consent form can be provided as part of the appointment process.

What should I do if my test result is inconclusive, invalid or if I don't receive a result within 2 days?

You should schedule an appointment for a new test as soon as possible at <https://accesshealthapp.com> or contact support@vipstarnetwork.com. You can also contact our office at 844-309-2542.

Will my test results be shared with any other entities and/or agencies?

All results are kept confidential and stored in a separate, secure database. Information will be shared only with the appropriate healthcare providers, administrators, and health authorities or employer as provided within your Consent Form.

Any information shared with outside parties will be in full compliance with The Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy laws.

Can I talk to someone who speaks Spanish if I have any questions?

Yes, please contact the Help Desk at support@vipstarnetwork.com.

Do I need to submit a hard copy of the consent and authorization forms?

No, your electronic signature is recorded when you select 'Yes' or 'No' in the Consent? and Authorized? fields.

For More Information Visit Our Website
<https://vipstarnetwork.com>

How much does testing cost?

There is no charge to employees that are authorized by your employer for COVID-19 testing.

If I miss my appointment, can I reschedule my test?

You may reschedule at <http://accesshealthapp.com> or support@vipstarnetwork.com.

Who do I contact if I have additional questions about testing?

You can email any related questions to support@vipstarnetwork.com.

What tests are being used?

Anterior Nare Nasal Swab: VIP StarNetwork generally returns results within 4-36 hours of receipt of the sample, but it may take up to 72 hours from testing to receipt of results.

What should I do to prepare for my testing appointment?

Report to the scheduled testing site alone 15 minutes before your appointment and standard health protocols by wearing a facial covering, practicing social distancing, and following hygiene guidelines. If you have questions about your appointment or the testing site, please contact our office at 844-309-2542 or support@vipstarnetwork.com.

How long does it take to receive results?

Test samples are processed by the VIP StarNetwork Mobile Laboratory, which generally returns results within 4 hours of receipt of the sample, but it may take up to 72 hours from testing to receipt of results.



How will I receive my test results?

You will receive an email confirmation from our [custom test results portal](#). You will also be able to view and access your test results through your online account. If you test positive for the virus that causes COVID-19, you will receive a phone call from the nurse.

VIP StarNetwork will then send a personalized link where you can view your test results and obtain a PDF report for travel purpose after confirming your date of birth. Once you receive the link, and you will have access to download the PDF by clicking “LAB PDF” or “PATIENT FRIENDLY PDF or simply hold you test results through the repository within the application.

How is my health information kept confidential?

VIP StarNetwork confidentially provides certain data to Production for use in assessing individuals’ eligibility to report to work. The name of an individual who tests positive for the virus is only disclosed if necessary, to prevent a direct threat to safety in accordance with applicable law. The production and VIP StarNetwork will maintain the confidentiality of an individual’s COVID-19 test results and will only share an individual’s test result with the individual tested, production and/or the New Mexico Department of Health and CDC based on Federal or State Laws.

Why do I need to provide personal information, such as my home address, to participate?

The information you provide, such as your address, is used to match your testing information to your person. This basic information is only used to confirm your identity and provide your test results.

How will my data be used by VIP StarNetwork?

VIP StarNetwork collects and analyzes health information related to COVID-19 processes. In addition, for the purpose of improving the testing program, for research and for public health purposes, VIP StarNetwork may use collected deidentified or aggregate data to create statistics that do not identify individuals personally. For more information, please read the VIP StarNetwork privacy policy at <https://vipstarnetwork.com/privacy-policy/>.

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What specific Personal Health Information is being collected on the patient?

VIP StarNetwork will collect patients' name and date of birth will be confirmed at each test. The patients' home address will be collected initially for identification and reporting purposes. The Privacy Rule protects all "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral.

Who is the Data Manager for Personal Health Information?

Our Data Manager is Damon Altomare, Chief Technology Officer.

What written policy document do you have on this data collection?

Our privacy link can be found here: <https://vipstarnetwork.com/privacy-policy/>.

Who is actually collecting the data?

VIP StarNetwork collects the data and stores the demographic information in our secure electronic medical record (EMR) database and uses various secure formats in securing and storing PHI.

What is the data retention policy?

State laws generally govern how long medical records are to be retained. However, the Health Insurance Portability and Accountability Act (HIPAA) of 1996 (HIPAA) administrative simplification rules require a covered entity, such as a physician billing Medicare, to retain required documentation for six years from the date of its creation or the date when it last was in effect, whichever is later. HIPAA requirements preempt State laws if they require shorter periods. Your State may require a longer retention period. The HIPAA requirements are available at 45 CFR 164.316(b)(2) (<https://www.hhs.gov/sites/default/files/ocr/privacy/hipaa/administrative/securityrule/pprequirements.pdf>) on the Internet.



What will happen to the data at the expiration of the retention period?

Destruction of patient health information is carried out in accordance with federal and state law pursuant to a proper written retention schedule and destruction policy approved by our data manager and Chief Technology Officer. Records involved in any open investigation, audit, or litigation must not be destroyed until the litigation case has been closed.

How is the data being secured?

Our data security is comprised of anti-virus software, multi-factor or two-factor authentication, data encryption, de-identification of data and firewalls in addition to on-going audits to further security metrics identified by regulatory agencies in accordance with State and Federal laws.

What assurance do we have that the biological sample collected will exclusively and ONLY be used for COVID testing?

An adolescent patient or legal guardian only consents for a COVID-19 Diagnostic test as part of our surveillance testing program in accordance with standard medical consent forms.

The laboratory maintains the specimens under refrigeration for 24 hours. After that, the specimens are disposed of in a biohazard waste container that is then destroyed by our biomedical waste partner MedPro Disposal.

What assurance your COVID-19 test Will NOT be used to seed a DNA database, screen for any other issue, that the biological sample will not be shared with another party, that the sample will be destroyed after the COVID test is complete on that instant sample?

A patient or legal guardian only consents for a COVID-19 Diagnostic test as part of our surveillance testing program in accordance with standard medical consent forms.

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What if I have questions about my COVID-19 Test results?

If you have questions on your COVID-19 Test Results, contact one of the health specialists below.

Demerie Danielson, RN, Director of Nursing & Clinical Services:
d.danielson@inversemed.com

Sulaimon Yusuff, Director of Laboratory and Field Operations:
sulaimon.yusuff@inversemed.com

Customer Service Representative:
support@vipstarnetwork.com

Additionally, our results can be reported to Department of Health or CDC as required by law to help track community spread. VIP StarNetwork is committed to maintaining the privacy of any individual who tests positive — results will be shared only on a need-to-know basis in accordance with HIPPA or required by law.

For More Information Visit Our Website

<https://vipstarnetwork.com>

And Check Out Our New Product Site

<https://accesshealthapp.com/>