El Camino Healthcare District COVID-19 Testing Frequently Asked Questions (FAQs)

How do I get a free COVID-19 test?
No-cost COVID-19 testing funded by the El Camino Healthcare District is now available for those who live, work or go to school within the District. The tests will be administered by El Camino Health at their Mountain View hospital campus locations. Tests must be scheduled a day in advance by calling (650) 940-7022, Monday through Friday, 7:30 am to 4 pm.

What does the COVID-19 test involve?
When you arrive for your scheduled appointment you will be asked a few questions to confirm that El Camino Health has accurate information on you. The Santa Clara County Public Health Department requires El Camino Health to collect minimum demographic information. During the test, a short, half-inch swab will be used inside your nose to collect a specimen for testing. If your result is positive, you will receive a phone call with further directions. If your result is negative you will be notified either by phone, mail, or via El Camino Health's secure patient portal called MyChart.

I don't have insurance, is there a cost to me?
No. For uninsured individuals, the El Camino Healthcare District will pay for the entire cost of the COVID-19 test, which means the test is provided free of charge. Please bring current photo identification with you at the time of your scheduled appointment.

I have insurance, is the test still free to me?
Yes, there is no cost to those with insurance. For patients with existing insurance coverage, billing for the test will be submitted to health plans and the district funds will cover any difference in test cost. This means there is no out-of-pocket cost to the insured patient. Make sure to bring current photo identification as well as your insurance card with you to your scheduled test.

Why is insurance being charged for the District funded test?
In May of 2020, the El Camino Healthcare District's board of directors approved $2.4 million in funding for no-cost COVID-19 tests with the goal to test as many people

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within the district* as possible to support the Santa Clara County public health initiative to slow the spread of the COVID-19 virus. In an effort to ensure the district's funds are utilized to greatest public benefit, for uninsured individuals, the district will fund the entire cost of the COVID-19 test, which means the test is provided free of charge. For patients with existing insurance coverage, billing for the test will be submitted to health plans with the district funding any difference in test cost. This means there is no cost to the insured patient to be tested.

The District's cities include most of Mountain View, Los Altos and Los Altos Hills; a large portion of Sunnyvale, and small sections of Cupertino, Santa Clara and Palo Alto.

Do I need to make an appointment to get a test?
Yes. In order to ensure visits are staggered to adhere to current social distancing measures and to make sure ample parking is available, tests must be scheduled a day in advance. Tests may be scheduled by calling 650-940-7022, Monday through Friday, 7:30 am to 4 pm.

Can everyone in my family get tested, even my children?
Yes, as long as you meet the District's requirement of living, working or going to school within the District. Members of your family may be tested, including children two years old and over.

When will my test results be available and how will I be notified?
Typically, test results are available within three to five days and will be sent to you electronically, through El Camino Health's secure patient portal called MyChart, or by phone or mail.

Where can I find more information about no-cost testing?
For more information about testing funded by El Camino Healthcare District's COVID-19 testing initiative go to www.elcaminohealth.org/covid19testing.

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