

EVERLYWELL™ Self-Collection COVID-19 PCR Testing
Standard Operating Procedure for College and University Student Health Centers

Please note, this guidance is specific to the Everlywell™ Self-Collection COVID-19 PCR test. If you are using testing material from any other manufacturer, please refer to the guidance for the use of that product.

Revision:

Date: July 12, 2020

Amendments:

Purpose

This Standard Operating Procedure (SOP) will guide you in the process of requesting and utilizing the Everlywell™ Self-Collection PCR Test kits that have been provided to you by the State of Tennessee.

Responsibilities

It is the responsibility of the receiving agency to properly store (ambient temperature) the test kits that have been provided. These kits are to be used for the self-collection of nasal specimens for COVID-19 PCR testing qualifying individuals who are over the age of 18 years, capable of completing the procedure, and who have a valid email and mailing address. It is also the responsibility of the receiving agency to ensure that registration, collection, and shipping processes and procedures are followed according to the guidance laid out in this document and the instructions provided by Everlywell™

Procedures

Complete the Memorandum of Understanding (MOU)

- 1) Your organization must complete and return the attached Memorandum of Understanding, in which the organization agrees to abide by the policies and procedures, as described
- 2) Return the signed MOU to COVID19.testing@tn.gov

Request Testing Supplies

- 1) Qualifying organizations may request test kits by completing the survey found here: <https://arcg.is/1GPiOa>. If the survey will not load, use an alternate internet browser (internet explorer does not support this application)
- 2) Enter the facility type and county location of the facility
- 3) Choose from the dropdown list of qualifying entities. If your organization is not listed, email COVID19.testing@tn.gov to request approval
- 4) Provide point of contact name, phone number, and email and the complete delivery site address. Be sure to use the address where you would like the kits delivered.
- 5) Select “Nasal Swab Self-Test Kits”, the quantity needed (kits come in boxes of 70), the intended use of the kits (student health, employee testing, testing event, etc)
- 6) Forecast the number of tests you anticipate will be used in the next 30 days
- 7) Provide the number of nasal swab kits currently in stock

- 8) Provide any additional information you feel we should have in order to complete this request (e.g., if you have 200 kits on hand but have a testing event planned for 300 people, explain that you need an additional 100 kits to meet that capacity)
- 9) Click submit
- 10) The email provided will receive a confirmation of the placement of the request

Note: Requests placed prior to 5pm CST Monday will be shipped on Tuesday and should be received by Friday. Requests placed after 5pm CST Monday will ship the FOLLOWING Tuesday and should be received by the FOLLOWING Friday. If test kits are needed urgently, email COVID19.testing@tn.gov for assistance.

Receiving Testing Supplies

- 1) Test kits will be shipped to the address provided in the online request form
- 2) Test kits must be stored at ambient (room) temperature. Protect from extreme temperatures
- 3) Upload a copy of the enclosed packing slip to <https://arcg.is/1GPiOa> within two business days. Failure to provide a copy of the packing slip may result in delay of future shipments

Testing:

The collection kit includes everything you need to collect and ship your sample



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Note: Everlywell™ self-collection COVID-19 tests may only be used by patients ages 18 years and older. Patients are required to have an individual email address and phone number in order to register their test. Tests may only be collected Monday thru Friday and MUST be **shipped via UPS on the day of collection**.

Tests shipped after the date of collection will not be processed.

Facilities are encouraged to identify the UPS drop boxes near their location and determine the time of the last pick-up to ensure tests that are collected are shipped out the same day.

Clinics are encouraged to have the patient create an account, perform the swab, package the specimen, and leave the prepared package at the clinic to ensure it is shipped out before the last UPS pick-up of the day.

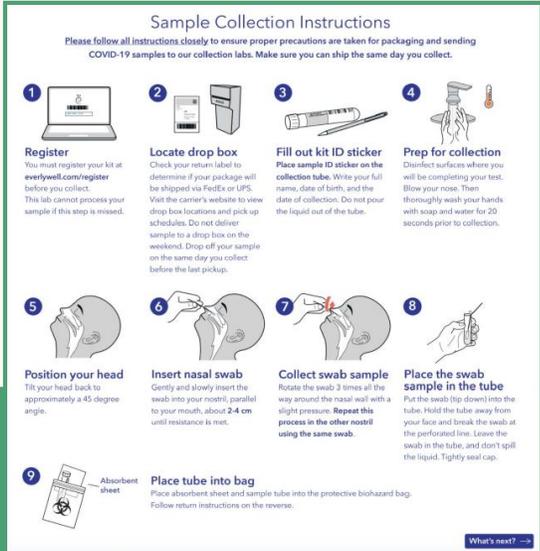
- 1) Identify patient for testing (e.g., patient experiencing symptoms of COVID-19, employee required to have regular testing, voluntary testing at a testing event, etc)
- 2) Instruct patient to create an account online at www.everlywell.com/register BEFORE providing a test kit to the patient
 - a. Go to www.everlywell.com/register
 - b. Click “Create an Account”
 - c. Enter name, email, create password, read and accept the Terms and Conditions, and click “Create My Account”
 - d. Tell the patient to **register with their campus address**, not their home address, being sure to indicate the university. If they do not yet have a campus address, use the address of the student health center
- 3) Accounts **must** be created by the patient; **it is not possible for Student Health to register the test on behalf of the patient or receive patient test results directly from Everlywell™**
- 4) Once the patient creates an account, have them sign a consent form that includes a release of records authorization that will allow your organization to receive test results from the Tennessee Department of Health.
- 5) Provide the patient with the test kit. Instruct them NOT to use the test kit until they have registered the kit in the online form
- 6) The patient enters the Unique Kit ID into the portal, indicates if they will be using this kit for themselves or someone else, and clicks NEXT
- 7) The patient answers the screening questions. Anyone who is over age 18yrs who works or lives in a place “where people reside, meet or gather in close proximity” is eligible for testing
- 8) Patients endorsing severe symptoms (fever >102, shortness of breath, etc) will not be allowed to test and will be referred to their medical provider for evaluation
- 9) Patient performs the self-test

Kit includes step-by-step instructions for you to properly collect and return your sample



COVID-19 Test Home Collection Kit
Physician-approved lab tests, fast and easy-to-read results, all from the comfort of your home.

Register Kit | Collect Sample & Ship | Receive Fast Online Results



Sample Collection Instructions
Please follow all instructions closely to ensure proper precautions are taken for packaging and sending COVID-19 samples to our collection labs. Make sure you can ship the same day you collect.

1. **Register**
You must register your kit at everlywell.com/register before you collect. This lab cannot process your sample if this step is missed.
2. **Locate drop box**
Check your return label to determine if your package will be shipped via FedEx or UPS. Visit the carrier's website to view drop box locations and pickup schedules. Do not deliver sample to a drop box on the weekend. Drop off your sample on the same day you collect before the last pickup.
3. **Fill out kit ID sticker**
Place sample ID sticker on the collection tube. Write your full name, date of birth, and the date of collection. Do not pour the liquid out of the tube.
4. **Prep for collection**
Disinfect surfaces where you will be completing your test. Blow your nose. Then thoroughly wash your hands with soap and water for 20 seconds prior to collection.
5. **Position your head**
Tilt your head back to approximately a 45 degree angle.
6. **Insert nasal swab**
Gently and slowly insert the swab into your nostril, parallel to your mouth, about 2-4 cm until resistance is met.
7. **Collect swab sample**
Rotate the swab 3 times all the way around the nasal wall with a slight pressure. Repeat this process in the other nostril using the same swab.
8. **Place the swab sample in the tube**
Put the swab (top down) into the tube. Hold the tube away from your face and break the swab at the perforated line. Leave the swab in the tube, and don't spill the liquid. Tightly seal cap.
9. **Place tube into bag**
Place absorbent sheet and sample tube into the protective biohazard bag. Follow return instructions on the reverse.

Important Reminder
Be sure to complete these 3 steps before mailing your kit.

Register kit



Fill out kit ID sticker



Same day ship



Visit www.everlywell.com/register and complete your registration.

The lab **can only** process your samples if you:

- Register your sample at everlywell.com/register
- Fill out ID sticker and affix to your sample tube
- Ship samples the same day you collect

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- 10) Patient prepares and the Student Health Center mails the specimen via UPS **on the day of collection**

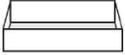
After self-collection, you will package your sample and return to the carrier's dropbox on the **same day as sample collection. Samples should be collected and returned on weekdays only, not on weekends.**

Return Instructions

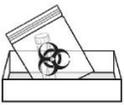
Double check that you registered your sample at everlywell.com/register and added the sample ID sticker with your information to the sample tube.

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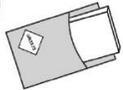
Wash your hands
Wash your hands thoroughly with soap and water for 20 seconds.

2 

Assemble box
Assemble your shipping box. Watch our box assembly video at everlywell.com/collect.

3 

Prepare sample
Place your biohazard bag inside the box. The box provides extra protection during transit.

4 

Put box in mailer
With clean hands, place the shipping box into the prepaid mailer. Apply the shipping label to the front of the envelope.

5 

Disinfect the mailer
Use the provided alcohol prep pad to disinfect the mailer, avoiding the address label, before completing the final shipping step.

6 

Ship
Deliver the pre-paid, pre-addressed return pack to the appropriate carrier's drop box. It's important you drop off your sample on the same day you collect before the last pickup for overnight shipping. Do not deliver sample to a drop box on the weekend.

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- 11) The patient may choose to follow the progress of the processing of their test through the receipt of text messages from Everlywell™.

Results Notification

- 1) Patient is notified via text message or email that their results are ready
- 2) Patient logs in to their Everlywell™ account and views the result
- 3) Patient downloads their lab report and shares it electronically with the Student Health Center provider
- 4) If the test is positive, an Everlywell™ medical provider will contact the patient via telemedicine to provide guidance
- 5) When Student Health is notified of a patient's positive result, Student Health should instruct the patient to self-isolate for a period of 10 days from the onset of their symptoms (or from the date of test collection, if asymptomatic) PLUS three days after the resolution of symptoms
- 6) Tennessee Department of Health receives all test results via electronic laboratory reporting (ELR) and also contacts the patient if the test result is positive

Billing and Payment

1. Everlywell™ test kits and processing are provided at no charge by the state of Tennessee and funded by federal COVID-19 relief funding
2. Student Health Centers are not to bill students for the cost of these tests
3. Student Health Centers will not receive an invoice from Everlywell™; the State is billed directly

