The Oregon Department of Human Services and Oregon Health Authority are working with licensed nursing, assisted living, residential and memory care facilities to test staff and residents for COVID-19 to help prevent it from spreading. Here are answers to questions about this statewide testing plan.

Who will be tested?
All residents will be offered COVID-19 tests. Tests will be required for staff.

Who will give the tests?
A facility’s health care staff or a testing company approved by the state.

What happens during a test?
Samples are taken from the nose and mouth. Collecting a sample may be uncomfortable because the swab must be taken from deep inside the nose.

Who will pay for the tests?
Health insurers, including Medicare and Medicaid, and the state of Oregon.

How will I be notified of results?
Individuals will be told about confidential test results through their health care provider or a member of the facility’s health care staff.

What happens if I test positive?
If a resident tests positive for COVID-19, the resident and any appointed decision maker, their health care provider, and the facility health care staff will determine their care needs. To make sure others don’t get sick, residents will be given information on how to prevent giving COVID-19 to someone else and that includes being separated from other residents until there is no risk the resident can spread COVID-19. A staff member who tests positive, and does not have symptoms, will be able to return to work after at least 10 days have passed since the positive test result.

Who else will receive the test results, and will this information be shared?
Test results are highly protected personal health information available only to you, your health care provider and health care staff at long-term care facilities. Confidential positive test results will also be shared with the local public health
authority so health workers can contact anyone who tests positive for COVID-19 to determine who else might have been exposed. Oregon Health Authority will also use the confidential information from testing to gain an understanding of how COVID-19 is spreading within long-term care facilities.

What happens if I don’t want a test?
Residents have a right to refuse a test, but if a resident begins to show symptoms, they may need to be separated from other residents. If residents have questions about their rights, they may contact the Oregon Long-Term Care Ombudsman at 800-522-2602, 503-378-6533 or ltco.info@oregon.gov.

Staff at licensed long-term care facilities are required to be tested. Any questions about this state policy may be sent to SOQ.LTCInfo@dhsoha.state.or.us.

Will I know if my neighbors, friends or a member of the staff in my community has COVID-19?
No. Names of individuals who test positive will not be shared. However, if a neighbor or friend has COVID-19 and tells you that they may have exposed you, you would be told about that potential risk.

Who do I speak with if I have concerns, if I am being pressured to participate, or if I am being mistreated?
Help is available to address concerns using the following resources:

Residents may contact the Oregon Long-term Care Ombudsman at 800-522-2602, 503-378-6533 or ltco.info@oregon.gov.

Facility staff members with concerns should contact: SOQ.LTCInfo@dhsoha.state.or.us.

Complaints about violations of staff and resident civil rights should be directed to the Governor’s Advocacy Office (503) 945-6904, 800-442-5238 or dhs.info@state.or.us.

To report abuse of an older adult or an adult with a disability, please call the Oregon Department of Human Services’ Safeline at 1-855-503-SAFE (7233).

You can get this document in other languages, large print, braille or a format you prefer. Contact the DHS Office of Aging and People with Disabilities at APD.Communications@dhsoha.state.or.us.