

How and where can I receive testing for COVID-19? What procedure should I follow at my testing site?

Assurance has partnered with hundreds of medical practices and healthcare institutions to process testing of samples collected off-site. If you're a member of the public seeking testing, contact your primary healthcare provider, visit alabamapublichealth.gov for a list of testing sites or visit Acton Quick Care Clinic or Bessemer Quick Care Clinic for limited-contact testing in the Birmingham area. Confirm your testing site's unique protocol before arrival.

How long will it take Assurance to process my test for COVID-19?

24-48 hours (excluding weekends and non-business days). Our scientists and technicians are making every effort to expedite the testing process, and we are devoting all resources available to informing those tested of their status as quickly as possible.

How will I be notified of my test results?

Assurance will notify the institution, practice, or physician who collected your sample. They are responsible for communicating the results of your testing to you. Assurance is not responsible for the communication of the medical facilities and personnel who order testing through our lab. If you have not been made aware of your results in a timely manner, please contact the institution, practice, or physician who collected your sample.

What are Assurance's hours of operation?

Assurance communication and administrative hours are strictly from 8 AM to 5 PM on weekdays. To accommodate the emergent demand for COVID-19 testing, Assurance's testing operations are currently functioning at full capacity 17 hours per day.

Is Assurance processing my test results?

Currently, Assurance is processing testing from hundreds of medical practices and institutions throughout the state of Alabama as well as hospitals and nursing homes throughout the U.S. Please contact your medical provider to identify which laboratory is processing your results.

I need formal confirmation of my negative test results in order to return to work. What should I do?

Lab reports for all testing conducted by Assurance are available to the ordering institution, practice, or physician. Should you need proof of your test results for any purpose, contact the ordering institution, practice, or physician to obtain a copy of the Assurance lab report or a practitioner-endorsed summary thereof.

It's been several days and I haven't received my results. Should I assume I tested negative?

No. In the interim period, while you await your results from the institution that collected your sample, follow all self-quarantine and social distancing guidelines from all relevant government and health authorities, including your primary healthcare provider. Do not assume your status without affirmative confirmation of either positive or negative results.

If I'm an essential health care worker or a First Responder can Assurance provide testing for me?

Assurance has partnered with Acton Quick Care Clinic and Bessemer Quick Care Clinic to conduct COVID-19 testing for health care workers and First Responders, as well as the general public in the greater Birmingham area. Assurance has committed to providing priority testing for health care workers and First Responders with test results being reported as early as 12-24 hours. For more information on this initiative, visit www.ActonQuickCare.com or www.BessemerQuickCare.com and consult your primary care physician.

Is Assurance releasing any statistics regarding its testing volume and recorded results?

Assurance is committed to its role as a reliable, responsible service provider during unprecedented times. Part of that responsibility is being as transparent as possible about our findings concerning statistics pertinent to public health. Assurance will periodically release aggregate statistics via our official social media channels and official releases where relevant.