



Frequently Asked Questions about COVID-19 Testing

1) How will I receive my results?

Answer: You will need to create an online account with the laboratory to receive results. An account can be created by texting “MAKO” to 66349 or by going to <https://mako.luminatehealth.com/common/signup>. Additional instructions will be provided at the testing site.

2) When will I receive my results?

Answer: Your results should be ready in 3-4 days from the date of testing.

3) How long does it take to get tested?

Answer: The total testing process will vary depending on the time of day and the traffic at that time. To expedite the process for yourself, please pre-register online. Pre-registering can save up to 20 minutes at the testing site.

4) How far do you stick the swab into my nose?

Answer: The COVID-19 test is **not** the nasopharyngeal test that goes deep in the nostril. The swabbing process takes several seconds and is painless.

5) Is the COVID test painful?

Answer: Being tested for COVID-19 is painless and quick. Administering the test takes just several seconds.

6) What is the cost of getting tested?

Answer: The COVID-19 test being administered at approved testing sites listed on the State and county websites is free to all who register.

7) How do I register to be tested?

Answer: The testing sites do not require a specific date or time to be tested. However, anybody seeking a test should pre-register online at <https://mako.exchange/scheduler/selector/?state=CO>.

Continued »



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8) Where do I go to be tested

Answer: The State of Colorado has sites statewide. Sites can be found by visiting this web site:
<https://mako.exchange/scheduler/selector/?state=CO>.

9) How many people can I bring?

Answer: There is no limit to the amount of people you can bring to be tested if they have been pre-registered and can fit in one car. Please be aware that all people willing to be tested must have access to a car window that can be rolled down. To limit the spread of COVID or other illnesses, The testing sites will not allow people to leave their vehicles.

10) Is there an age limit for those wanting to be tested?

Answer: There is not currently an age limit. However, we suggest that any newborns, infants or toddlers be taken to their pediatrician or medical provider for testing if possible.

11) What if I don't speak English?

Answer: Each testing site will provide a Spanish translator and will make its best efforts to accommodate other language speakers.

12) Can I bring somebody to be tested that isn't a family member?

Answer: Yes, non-family members can be brought for testing. Per currently recommended guidelines, we suggest that only those cohabitating should ride together. Otherwise, patients should exercise best practices and safety guidelines when deciding whether to ride together to the testing site.

13) What if I don't have a car?

Answer: Currently the testing sites are only allowing drive-thru testing and patients must have access to a car for testing. Walk-up testing and other forms of transportation (bikes, scooters, etc) will not be allowed.

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14) Do I need insurance?

Answer: No. The testing site does not accept insurance, nor will it collect any insurance information.

15) Do I have to be a US citizen?

Answer: No. The testing site is open to all residents, and no form of government ID or otherwise will be required to be tested.

16) Do I have to have a government ID?

Answer: No. A government ID is NOT required to be tested.

17) Can I get tested if I don't have an appointment?

Answer: Yes, the sites do allow drive-up appointments. However, those who do not pre-register online may be subject to a much longer wait time for testing. To pre-register, go to <https://mako.exchange/scheduler/selector/?state=CO>.

18) Is this an antibody test?

Answer: No. The sites will only be testing for active COVID-19 virus utilizing an FDA-approved PCR test.

19) Should I get tested?

Answer: The testing site is open to anybody who wishes to be tested. We suggest visiting <https://covid19.colorado.gov/testing> for making a decision, but it is ultimately up to you.

20) Will my privacy be protected when participating?

Answer: Yes, all patient data and results are kept securely according to all applicable laws.