

COVID-19 Symptom Guidance and Testing Locations



Monitor your clients for symptoms and refer them to care, if necessary.

Help clients with symptoms get care.

- If they have mild symptoms—fever, chills, coughing, shortness of breath and:
 - Are over age 65.
 - Have underlying medical conditions.
 - Are pregnant.
 - Are staying in a shelter.
- Help them call a testing location (see next page). You can also help them get virtual care by phone or computer.
 - Ask if the patient requires an in-person evaluation.
 - They may want to monitor the patient or test for influenza.
- Isolate people with fever, chills, or cough. Ask them to wear a mask [to avoid spreading COVID-19](#).
 - There are currently no medications for COVID-19.

If the patient is not high-risk and they don't show COVID-19 symptoms, they don't need an in-person evaluation or a COVID-19 test.

If they develop severe symptoms, get medical attention immediately.

If someone has severe symptoms, call 911. Tell the operator and emergency medical services, the person has symptoms of COVID-19. Ask the client to put on a mask.

Severe symptoms include*:

- Difficulty breathing.
- Pain or pressure in the chest.
- Sudden dizziness.
- Confusion.
- Severe or persistent vomiting.

*This list is not inclusive. Contact emergency medical services or a doctor for any other severe or concerning symptoms.

FAQs for clients living homeless

Where will my client go if they have symptoms of COVID-19?

- People who need emergency services will go to the emergency room.
- People experiencing homelessness who are awaiting COVID-19 test results or who have confirmed COVID-19 may be eligible for placement in a Temporary Care Center.
- Shelters and other congregate care facilities can call (253) 820-4684 between 8 a.m.-4 p.m. for potential placement into a [Temporary Care Center](#).

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COVID-19 Testing Locations

Most medically necessary services should be free. Health insurance regulated by the state can't charge deductibles or co-pays for COVID-19 testing or care.

Free testing locations for everyone

You must have symptoms: fever, cough and shortness of breath.

- To see if you qualify call (253) 722-2161.
- Testing is available 8 a.m.-4 p.m. Monday-Friday.

Tacoma Community Health Care

Hilltop Urgent Care Clinic
1202 Martin Luther King Jr. Way
Tacoma, WA 98405

Eastside Health Center

1708 East 44th Street
Tacoma, WA 98404

Spanaway Health Center

134 188th Street South
Spanaway, WA 98387

Lakewood Family Medical Ctr.

10510 Gravelly Lake Dr. SW
Lakewood, WA 98499

Parkland Medical Center

11225 Pacific Ave
Spanaway, WA 98444

Free virtual visits

CHI Franciscan

chifranciscan.org/health-care-services/virtual-care

Use discount code COVID19 to waive the \$25 fee.

Multicare

multicare.org/virtualcare

Use promo code COVID19 to waive the \$25 fee.

Health Insurance

Urgent Care

- People with a primary care doctor should call their doctor's office.
- People without primary care should call any urgent care clinic in Pierce County and ask about COVID-19 testing options.
- Not everyone needs COVID-19 testing. Ask if the patient requires an in-person evaluation. They may want to monitor the patient or test for influenza.
- People staying in shelters should be tested if they have COVID-19 symptoms.

Virtual Visits

- Apple Health covers virtual visits when medically necessary. Find out more on the insurer's websites, Molina, Coordinated HealthCare, AmeriGroup and United HealthCare. Most plans also have 24/7 nursing lines.
- Most other insurers also have virtual visit and nursing line options. Help patients call their insurers customer service number if they have questions.
- There may be different technology, insurance, and ID requirements depending on the virtual visit option you choose.
- Some programs may require an online account.
- If your client doesn't have an email address, help them set one up through a free service like Gmail or Yahoo.
- If a client has no mailing address or phone number, enter your organization's information.