

TROUBLESHOOTING GUIDE TO TESTING FAQs

What should I do if:

I receive a positive result on an at-home test

- Call Health Services **413-782-1211** OR send an email to **healthservices@wne.edu**.
- Please include a picture of your results from your home test.
- DO NOT arrange for an entry PCR test until you discuss it with Health Services.
- When possible, home tests and clinical status should be validated by a clinician at home or WNE.
- Validation documentation would include a provider's note or show that repeated tests were done at a physician's office or outside the University.
- Test results and supporting documentation should be sent to **covidvac@wne.edu**.

My PCR entry test results may not be back in time for move-in or classes

- **Schedule and obtain your PCR at home.**
- Notify Health Services via email (**healthservices@wne.edu**) that your results may be delayed.
- Health Services will call you to schedule an on-site rapid antigen test for the day you are scheduled to arrive back on campus.
- If your antigen test is positive, you will be required to isolate upon arrival.
- You will be instructed to have a "soft quarantine" and be reminded to adhere to strict masking, handwashing, and all safety standards while your PCR is pending.

I can't obtain a PCR test where I live

- **Notify Health Services in writing that you cannot obtain a PCR at home.**
- Every effort should be made to get a PCR before arriving, as campus resources are limited.
- Health Services will call you to schedule an **on-site rapid antigen test and PCR test** when you are expected to arrive back on campus.
- If your antigen test is positive, you will be required to isolate upon arrival.
- Health Services will instruct you to have a "soft quarantine" and be reminded to adhere to strict masking, handwashing, and all safety standards while your PCR is pending.

Definition of soft quarantine: wear a medical-grade mask that will be provided to you by Health Services at all times. You will be permitted to stay in your dorm room and attend classes. However, you will need to refrain from eating in the dining hall or going to the gym. Please use the grab-and-go food option until your PCR results come back.

REENTRY TESTING

	Faculty and Staff back on January 24, 2022	Faculty and Staff back since January 3, 2022	Residential Students	Commuter Students
When do we need it by?	January 22, 2022	Any time during the week of January 17, 2022	Based upon arrival dates, see schedule	January 22, 2022
Where can I get it done?	Health Services or an offsite facility	Health Services or an offsite facility	Health Services or an offsite facility	Health Services or an offsite facility
Why are we doing this type of testing?	To identify community-acquired cases and isolate them before impacting the WNE campus environment.	To identify community-acquired cases and isolate them before impacting the WNE campus environment.	To identify community-acquired cases and isolate them before impacting the WNE campus environment.	To identify community-acquired cases and isolate them before impacting the WNE campus environment.
What kind of test is acceptable?	SARS-COV-2 PCR Test	SARS-COV-2 PCR Test	SARS-COV-2 PCR Test	SARS-COV-2 PCR Test
My PCR test won't come back in time. What do I do?	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.
I can't get a PCR test. What do I do?	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.	See the troubleshooting guide for the next steps.