

COVID TESTING QUESTIONS:

Who schedules my required Covid test? The facility will schedule the test - our office DOES NOT handle Covid testing scheduling. You are not allowed to schedule your own test.

When will they call me about my Covid test? The facility will contact you in the afternoon on the business day before your Covid test appointment. This may be 1-3 days prior to your required test.

I can't go for the test at the time they gave me - what do I do? All appointments are between 7:30 am & noon. IF you are unable to keep the COVID test appointment, your procedure will need to be rescheduled. The lab dictates the testing times & the nurses do not have the authority to make exceptions/changes. **PLEASE** do everything in your power to keep your Covid test appointment & your procedure appointment.

Do I have to go to Hartford for my Covid test? Why can't I go to CVS or local walkin? The Trinity Health/St. Francis testing site is the ONLY test site the facility will accept results from. This way results can be tracked from beginning to end & ensures results will be back in plenty of time to notify patients who test positive. We cannot rely on other testing sites to have results to us in time.

When will I know the results of my Covid Test? ONLY PATIENTS WHO TEST POSITIVE WILL BE CONTACTED ABOUT THEIR RESULTS. Your results will be visible in your MyCare account if you have activated this patient service.

Do I have to quarantine after the Covid test until my procedure? I can't take 4 days off work! It is the official recommendation that patients quarantine after their Covid test until their procedure. Please try to do this as much as possible especially in view of Covid numbers rising everywhere.

Can my driver come into the facility? The ambulatory center in Windsor is NOT allowing the drivers into the building to protect those working inside the building & to protect your driver. St. Francis Hospital may allow drivers into the building. The nurse who calls to pre-register you will be able to inform you of their current guidelines as far as "companions for facilitation of care."

Is it safe to have a procedure right now? The facilities & staff are taking every precaution to protect patients & themselves. Procedures that are medically necessary, need to be done to help us continue to provide the best care possible for patients in diagnosing & treating their GI problems. Please do your best to keep your scheduled procedure if at all possible.

Will your office discontinue procedures because of COVID? If things change & it is determined that the risk is too great, procedures will be suspended & patients will be notified as soon as possible.

INSURANCE QUESTIONS:

Will my insurance cover this? Why don't you check on this for me? Patients are advised to check their own benefits/coverage for their procedures. It is important that patients are aware of their deductibles, potential out of pocket costs & financial responsibilities for a procedure. Policies & coverage vary so much there is no way of our office knowing the details of every plan & we simply do not have the resources to check on every patient's benefits. Our staff handle prior authorizations & precertification if required.

A patient may inquire of each party to find out approximate costs. (Facility fee SFH 860-714-4942; Windsor 860-683-9991 X104. Physician fee 860-674-8830 X131 Anesthesia fee : Woodland Anesthesia: 860-714-6654; Pathology fee if biopsies are taken: St. Francis Pathology: 860-714-4748.