



**Frequently Asked Questions (FAQs)
COVID-19 Mandatory Vaccine Reporting Requirements
Policy**

Addendum #3 - Weekly Testing, cont.

These Frequently Asked Questions (FAQ's) are intended to assist employees in understanding the COVID-19 Mandatory Vaccine Reporting Requirements Policy. Please visit the [Human Resources COVID-19 webpage](#) for more COVID-19 related information and resources. FAQ's may be periodically updated with additional responses. If you have additional questions that are not answered in the below FAQs, please forward questions to the Department of Human Resources COVID Care Team at HRCOVID19@nnva.gov.

What will happen if my test results are not available by the “Friday by noon” reporting deadline?

Employees are asked to be cognizant of the testing landscape that exists; recognizing that test results from any facility may not be back in time for a weekly Friday-by-noon upload, as testing facilities and labs across the region and country are all operating at much higher capacity than normal.

Test results should be uploaded into the secure [Vaccination Document Portal](#) immediately upon receipt. Results should indicate the date of testing to confirm that the employee has complied with the weekly testing requirement.

How do I schedule a weekly testing appointment with the city-sponsored testing facility?

To schedule weekly COVID-19 testing, login to the secure [Vaccination Document Portal](#) to access the Harness Health Partners Appointment Plus scheduling tool. Once the appointment has been scheduled, you will receive an appointment confirmation email from Harness Health Partners. This email will be sent to the email address you provided during registration.

A COVID-19 Weekly Testing: [Appointment Plus Scheduling Guide](#): How to schedule testing appointments may be found on the Department of [Human Resources COVID-19 webpage](#).

Please use Chrome or Firefox to access the scheduler. Internet Explorer is NOT compatible with this service. The scheduling platform is also mobile-friendly.

How do I schedule subsequent weekly COVID-19 testing appointments?

Please refer to the COVID-19 Weekly Testing: [Appointment Plus Scheduling Guide](#): How to schedule testing appointments, that is located on the Department of [Human Resources COVID-19 webpage](#). **Please ensure that you have documented the user name and password created upon setting up the account and store it in a safe place for future appointment scheduling needs.** The user name and password is whatever you created to establish access into the Appointment Plus Scheduler and is **not** tied to the city's active directory.

After creating an initial account to arrange the first testing appointment, employees will simply login to the portal to access subsequent appointment scheduling dates/times using the user name and password you created when establishing your account.

I don't remember my user name or password to access the Appointment Plus COVID-19 weekly scheduler. What should I do?

All questions regarding login access or technical issues should be emailed to: HHP-Results@harnesshp.com. Employees should expect a response within one (1) business day.

What kind of COVID-19 testing is being offered?

Harness Health Partners (HHP) is utilizing the Spectrum DNA COVID-19 Saliva Collection Device for testing. Instruction for use of this device may be found on the Department of [Human Resources COVID-19 webpage](#).

The city explored a variety of avenues to ensure that a COVID-19 testing option was made available for employees, and HHP was selected to provide a testing solutions that was less invasive or uncomfortable for our employees. We will continue to work with HHP to identify alternate testing solutions as testing options continue to evolve.

What other weekly COVID-19 testing options are available?

Employees may use no cost community pharmacies, medical providers and practices for weekly testing.

COVID-19 Testing Resources may be found at: <https://www.vdh.virginia.gov/coronavirus/covid-19-testing-sites/>. Please be reminded that the city will not offer reimbursements for COVID-19 testing services.

I have completed my 2nd dose of a two-dose vaccine and/or 1st dose of a one-dose vaccine. Am I required to complete weekly testing?

No. Employees who have completed their 2nd dose of a two-dose vaccine or their 1st dose of a one-dose vaccine are no longer required to complete weekly testing. {Updated Guidance}

Am I still required to upload weekly testing results while I am away on extended approved leave?

It is not the expectation that employees complete weekly COVID-19 testing and/or upload test results into the Vaccination Document Portal while on vacation or away on approved leave; however, employees must arrange testing immediately upon return (within the week of their return) and comply with the city's [COVID 19 Mandatory Reporting Policy](#).

Will the city receive my weekly test results directly from HHP?

Testing results will be provided directly to the employee's city email address or the email address provided during the testing "check-in" via an email from No-reply@gravitydiagnostics.com. Results will not be provided to the city. **Employees are expected to upload the weekly results into the vaccination documentation portal for verification immediately upon receipt.**

Please be advised that emails may have gone into your "Junk Email" folder in Outlook. Employees can mark the email as not junk, if it's there. Users can also search "No_reply@gravitydiagnostics.com" in the search bars of the Outlook client or Web version of Outlook to also locate the email. {Updated Guidance}

How long will it take to receive my test results?

COVID-19 PCR saliva test results should be available within 24-48 hours from the time the laboratory receives the collection. Employees will receive notification of results from Gravity Diagnostics email: No-reply@gravitydiagnostics.com when results are ready for review. Employees whose test results are positive will also receive a call from Harness Health Partners to discuss.

As testing facilities and labs across the region and country are all operating at much higher capacity than normal, employees are encouraged to be patient; understanding that the city will be flexible with the weekly reporting by noon requirement.

When I am ready to upload my test results into the secure Vaccination Document Portal, what document type should I select for my upload?

Employees should select the document type, "Weekly Test Results", when uploading weekly COVID-19 test results. Test results received in the documentation portal under a different document type will be returned to the employee to re-upload as directed.

What if I receive a positive COVID-19 test result after completing the weekly testing requirement?

Employees who receive a positive test result will be required to complete a 10-day quarantine. The employee must also be fever (without the use of fever reducing medications) and symptom free for at least 24 hours prior to returning to work. Employees with a non-occupational COVID-19 exposure related absence will be advised to utilize accrued leave or leave without pay in accordance with city policy. **Employees who test positive or who are experiencing COVID related symptoms MUST not report to work.**

What if I am unvaccinated, and I am exposed to a COVID positive or suspected COVID positive live-in family member or roommate?

Unvaccinated employees who are exposed to a COVID positive or suspected COVID positive live-in family member or roommate must not report to work and must quarantine for 10 days. The employee may return to work early if the suspected positive individual receives a negative test result **AND** the employee is not experiencing COVID related symptoms.

What if I am vaccinated, and I am exposed to a COVID positive or suspected COVID positive live-in family member or roommate?

Vaccinated employees who are exposed to a COVID positive or suspected COVID positive live-in family member or roommate may **only** report to work if they are **not** experiencing COVID related symptoms; however, the employee must wear a face covering 100% of the time that they are at work.

If the vaccinated employee is experiencing COVID related symptoms, the employee must not report to work and should get tested for COVID.