After I receive a positive result for COVID-19, will I receive any further contact from anyone?

To protect those around you, including your loved ones, community health workers must identify all the people who may have been in contact with you. They will ask these additional people to take measures to protect themselves. The goal of these community health workers is to prevent COVID-19 from spreading further. Federal immigration agencies are NOT involved in this work.

Is financial assistance available?

Spectrum Health offers financial aid options to provide people with the care they need, regardless of ability to pay. Financial counselors can assist patients at no charge.

Ways to connect:
Financial Counseling Department
Monday through Friday, 8 a.m. to 6 p.m.
Toll-free: 844.838.3115
www.spectrumhealth.org/affording-care
Price Estimate:
Email price.estimate@spectrumhealth.org
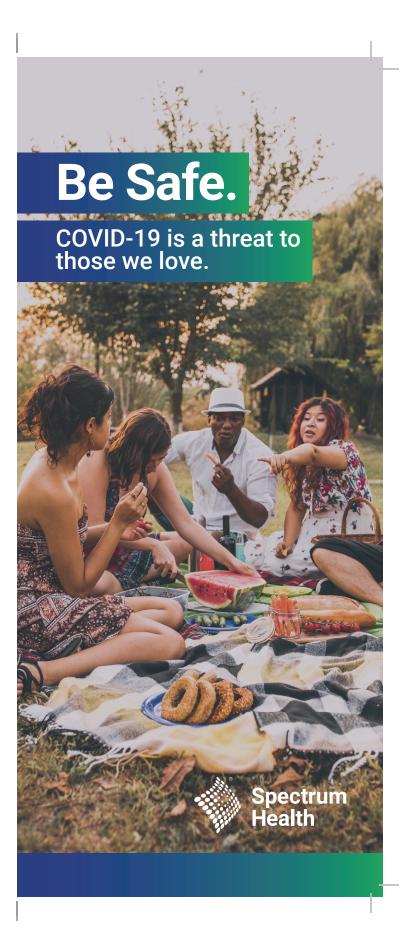Phone: 866.542.7909 or local 616.774.7595

To find a Spectrum Health location near you, visit spectrumhealth.org/locations or call 866.989.7999.

Spectrum Health

Be Safe.

COVID-19 is a threat to those we love.

Spectrum Health

At Spectrum Health, we want you and your loved ones to be safe from COVID-19.

If you have COVID-19 symptoms or need to get tested, we are here to help you so you and your loved ones can be well.

- Our health workers will care for you with dignity, compassion and respect.
- Spectrum Health DOES NOT share your information and immigration status with the United States federal government, Immigration and Customs Enforcement (ICE) and other government agencies.
- If you don't speak English, we have translators.
- If you say you cannot pay the cost of the test, we will not charge you.

Please see the Frequently Asked Questions on this flier for more detailed information.

Frequently Asked Questions

How do I get tested for COVID-19?

You must be screened to see if you qualify for a COVID-19 test. Here are three options to get screened:

- OPTION 1: If you are or have been a Spectrum Health patient, use the virtual self-screening and test scheduling via MyChart. Go to: www.spectrumhealth.org/covid19/spectrum-health-app-screening
- OPTION 2: Contact your primary health provider for a screening
- OPTION 3: Get screened over the phone by calling the Spectrum Health COVID-19 hotline at 833.559.0659. The hotline should be used by those who have never received services at Spectrum Health, require interpreter needs or special assistance, or are a pre-procedure or surgery patient.

If you qualify for a COVID-19 test, an appointment will be made for you at a convenient Spectrum Health testing location.

Can I go to the nearest Spectrum Health Emergency Department?

Spectrum Health emergency departments DO NOT provide outpatient COVID-19 testing for those who are without symptoms and want to be screened and tested without seeing a physician. Spectrum Health laboratories require a doctor's order before performing COVID-19 tests.

Can federal agencies take immigration action against me when I go to a hospital or clinic for COVID-19 screening, testing or treatment?

Hospitals, like churches and schools, are considered "sensitive locations" where there is no immigration enforcement action.

Spectrum Health and our community partners strongly urge anyone who has symptoms of COVID-19 or been exposed to someone with COVID-19 to get screened, tested and treated.

If I get any medical assistance (testing or treatment) related to COVID-19, will my immigration status be at risk?

Spectrum Health does NOT report our patients' immigration status to anyone. You will not be penalized and your immigration application will not be harmed (e.g. public charge) if you request and receive medical assistance related to COVID-19.

How long do I have to wait for results after I give a specimen?

Spectrum Health strives to provide results within 24 to 36 hours.

How will I know my results?

You can obtain your results by signing in to MyHealth, the fastest way to get your results. You can also contact the medical records department of the facility that performed the testing or the provider that ordered your test or call your primary care provider office.

If I test negative, is there anything I should do?

Continue with social distancing, washing your hands frequently and wearing a mask indoors in all public spaces and in crowded outdoor locations.

If I test positive, what should I do?

Spectrum Health recommends you self-quarantine for 10 days. If your symptoms worsen, contact your provider or go to the nearest emergency department.