

Los Angeles County Department of Public Health
Over the Counter COVID-19 Antigen Tests
FAQs (FREQUENTLY ASKED QUESTIONS)

To organizations and agencies interested in requesting antigen tests, please see the following common questions and answers:

How do we request tests?

Tests can be requested by completing the COVID-19 Antigen Test Request Form via the following link:

<https://www.surveymonkey.com/r/YJTH9S9>

Please note: Shipments are sent out on a weekly basis and can take up to 2 weeks from the time of your request to arrive at your location. Once your test request is processed, you will receive an email from us with additional information and an estimated delivery date.

Are tests still usable and reliable if the expiration date on the box has passed?

Most at-home tests can be safely used past the date on the box, as the FDA has extended expiration dates for the majority of test brands. Check the [FDA's At-Home COVID-19 Test page](#) to see if the expiration date of your test kit has been extended. Note, the expiration date on the box is printed as year-month-day. For Example, 2023 11 20 means November 20th, 2023. For details on FDA-extended expiration dates, see our COVID-19 Testing webpage:

English: ph.lacounty.gov/covidselftest

Spanish: ph.lacounty.gov/autopuebasacovid

What criteria does our organization need to meet to receive tests?

Your organization must serve lower income communities and individuals who have experienced hardships due to COVID-19. We do not send tests to organizations or clinics that have other governmental resources for requesting antigen tests.

Who can we give these tests to?

Ideal uses for the tests include handing them out to community members, patients, clients, and visitors to facilities. If it is a congregate-type care facility, you can use these tests to test visitors or residents with in and out privileges. The tests are not meant to be given out to staff or used for testing staff at workplaces unless it is a type of long-term care facility or home health agency.

How will community residents know what to do if they test positive?

For information on what to do after testing positive, including isolation, masking, informing close contacts, and treatment, see the following webpage:

English: ph.lacounty.gov/covidisolation

Spanish: ph.lacounty.gov/covidisolationspanish

Are there tracking and reporting requirements?

There are no tracking or reporting requirements for individuals testing themselves or their families, though we strongly encourage that individuals report positive test results to DPH by calling 1-833-540-0473 between 8:00am - 8:30pm.

Exception: SNFs and Congregate Living Health Facilities that are using over-the-counter tests to test their residents, staff, and visitors, must report suspected outbreaks or clusters of cases including when cases are identified from positive over-the-counter antigen tests: Report EITHER by phone (888-397-3993 or 213-240-7821) OR submitting via the online form: <https://redcap.link/lac-covid>. This is required within 24 hours of knowledge of

possibly meeting outbreak criteria and is mandated per [Title 17, CCR, § 2500](#) and described in the [County Health Officer Order on COVID-19 Reporting Requirements](#).

What type of tests will we receive and how are they packaged?

Test types vary according to availability and our inventory. Each test brand is packaged differently in terms of how many tests are in an individual box, and how many boxes are in a case. Test brands we typically have access to are iHealth, Celltrion, and Inteliswab.

How many tests can we request?

When filling in the online request form, there will be guidance on the minimum number of tests that can be ordered. The minimum changes according to which test type we have in inventory and how they are packaged. If there is any issue with supplying the amount that you entered, we will contact you.

Can additional tests be requested?

Yes, you are welcome to complete the survey again to request more tests. We ask that your organization only complete the survey once per week to avoid duplicated shipments. The survey will remain open for as long as there is inventory.

How will the tests be delivered?

Deliveries are Monday through Friday between 8am-5pm. Tests cannot be delivered to someone's home nor to a P.O. Box. Typically, tests are delivered via UPS; however, depending upon the number of tests, a non-UPS delivery truck may deliver the tests. The delivery truck staff will not unpack or breakdown any pallets of tests that are delivered.

What if we need the tests because of an active outbreak?

At the end of the survey, there is a comments section where you can state if there is an active outbreak onsite and we will do our best to rush the order.

What if we need the tests because we have an upcoming event?

If you have an upcoming event, please make sure to submit your request for antigen tests at least three weeks in advance. We are not able to rush these requests nor guarantee that the tests will arrive on time due to UPS or other carrier delays.

If our facility is not open on the date of delivery, can the test kits be delivered on another day?

We are unable to specify an exact date of delivery by the UPS carrier. If no one is at the location to accept the delivery, the carrier will either leave cases of tests by the door of your facility or leave a note to pick up the tests at a UPS location. If the tests are not picked up, they will be sent back to our warehouse.

Can a tracking number be provided for the delivery of the tests?

No tracking number is provided ahead of time. If there is an issue with your delivery of tests and you have not received the tests within the time frame we specified, you can contact us at nCovid-tlt@ph.lacounty.gov.

How should the tests be stored?

The tests should be stored at room temperature with no other special instructions.

Whom do I contact with additional questions?

Send any additional questions to: nCovid-tlt@ph.lacounty.gov