

New COVID testing self-schedule options for employees

Employees with a MyChart account are now able to self-schedule COVID tests to be done at the new 1400 Morreene Road testing site. This option is for self-collected nasal swabs that are sent for PCR testing at our Duke lab. Eligible employees will be able to submit their symptoms or exposure to Employee Health (EOHW), receive the appropriate work status guidance, and schedule a test **all without calling the hotline.**

We hope this new process will save time, eliminate long hold times on the hotline, and enable employees to report symptoms or an exposure and schedule their test even when the hotline is closed. The COVID employee hotline (919) 385-0429, option 1 will remain open from 5:30AM-6PM for any questions or for those who prefer to continue to call and speak with a nurse.

Any employee who has mild symptoms and is scheduled to work in the next 18 hours will still need to call the COVID employee hotline to schedule testing.

Employees who would like to **report symptoms or an exposure** should do so through the **Duke SymMon app**, which is available in both the [Apple](#) and [Google](#) app stores. Once you have reported a symptom or exposure through this app, **you should receive an email to your Duke email account** within 10 minutes with direction on how and when to schedule a test through MyChart. Starting with the SymMon app is the fastest, most streamlined way to schedule a COVID test for employees with a symptom or exposure. Please ensure you have the most recent version of the app downloaded to your phone.



Any employee who has mild symptoms and is scheduled to work in the next 18 hours will still need to call the COVID employee hotline to schedule testing.

Employees who do not have symptoms or a known exposure but would like to schedule a courtesy test can go directly to MyChart, click on “Schedule an appointment” and select “Duke Employee COVID-19 test.” The most common reasons for courtesy testing include pre- or post-travel or participation in a large gathering (e.g., wedding, funeral, concert etc) purposes. We recommend employees schedule a test 5-6 days after return from domestic or international travel or participation in a large gathering.

If you are not already a Duke patient or do not have a MyChart account, please call the COVID employee hotline (919) 385-0429, option 1 for assistance.