

Q.1 Should you get tested?

Ans. As per current guidelines, if you develop acute onset of fever and symptoms of respiratory illness, such as dry cough or shortness of breath, you should visit your doctor, they will decide if you need to be tested for 2019-novel Coronavirus (SARS-CoV-2) depending upon your history of travel to affected countries or contact with any suspects.

Q.2 What documents are to be presented for getting tested for 2019-novel Coronavirus (SARS-CoV-2)?

Ans. 1. Duly filled TRF/patient proforma (COVID -19 test request form).

2. Govt. photo-id (Aadhaar card/ Voter Id/ Passport) to support the current address and contact number of the suspect patient to be provided at the time of sample collection.

3. Doctor's prescription including clinical history for COVID-19 testing along with doctor's registration number. (These are mandatory requirements defined by Govt. of India without which testing of 2019-novel Coronavirus (SARS-CoV-2) is not allowed.)

Q.3 What kind of sample to be given and what is the medium of collection?

Ans. As of now, RT-PCR is the recommended method. The Nasopharyngeal and Oropharyngeal swab will be collected by taking due safety measures

Q.4 Can I visit the lab to book the test or give the samples?

Ans. No, you will be required to book the test via iGenetic Diagnostics customer care no. 1800-103-1715. The sample will be collected from your home (Home collection service) by an expert and trained collection agent only.

Q.5 What's the sample transportation process?

Ans. Sample is collected in a viral transport medium (VTM) with a swab from your nose & throat. We follow the highest levels of infection control and to preserve sample integrity all samples are placed in a cold chain & transported.

Q.6 What are the guidelines on test report sharing with the Govt.?

Ans. We will share all patient's report with defined Govt bodies as per the guidelines of Govt of India/ICMR.

Q.7 How much time will it take for the report to be ready?

Ans. If sample is taken prior to 12 noon, the report will be ready by 5 pm next day.

Q.8 How do I access my report?

Ans. The report will be sent directly to your doctor's email id and your e-mail id post getting instructions from ICMR for the same.

Q.9 How do I interpret my report?

Ans. You are advised to visit your referring doctor with the report for the final interpretation.

Q.10 Where is testing being performed?

Ans. Testing is being performed at iGenetic central processing lab in Mumbai.

Q.11 Where is the charge of the test & payment methods available?

Ans. The Govt of India & MOHFW has mandated the cost to be Rs 2800. To prevent the transmission of infection, we are only accepting E-payments (via Paytm, NEFT/bank transfer.)