

COVID Screening, Testing and Travel: Answers to Your Frequently Asked Questions

February 24, 2021

Do I have to do Dr. Chat Bot today?

All URMC employees must complete their Dr. Chat Bot health screening daily before working at any URMC site. This is to keep you, our colleagues, our patients, and our community safe. If you aren't working at a URMC site today, you are encouraged but not required to complete Dr. Chat Bot.

I have one or more symptoms, but they are due to an underlying health condition. How should I complete my Dr. Chat Bot screening?

The first question in Dr. Chat Bot asks if you have had any symptoms in the past 24 hours that are new or unusual for you. This is to help tell apart symptoms due to an underlying health condition from symptoms of COVID. If your symptom is not new or unusual for you, you can answer "no" to this question. For example, you can answer "no" if you have a history of migraines and you have your usual migraine headache, or you have seasonal allergies and you have your usual congestion and sore throat.

I screened positive for one or more symptoms on Dr. Chat Bot. What should I do?

If you have symptoms that are consistent with COVID, you should not report on site to work. Notify your supervisor and call the Employee Health COVID Call Center at (585) 275-6040.

What are the Employee Health COVID Call Center hours?

The Employee Health COVID Call Center is open Monday through Friday from 7:00am – 4:00pm.

I screened positive for one or more symptoms on Dr. Chat Bot but the Employee Health COVID Call Center is closed. What should I do?

If you have symptoms, you should not report on site to work. This is for your health and to prevent spread of COVID and other illnesses to colleagues, patients and the community. Contact your supervisor and let them know you are ill. Call the Employee Health COVID Call Center when it reopens.

What if I screen positive on a weekend? Do I have to wait until Monday for help?

Employee Health nurses actively review Dr. Chat Bot health screenings on weekend mornings even though the call center is closed. If you screen positive for symptoms on a weekend, an Employee Health nurse will contact you usually before noon on Saturday or Sunday, depending on when you do your screening.

If I have symptoms, will I be tested for COVID?

An Employee Health nurse will review your symptoms and other health factors with you to determine if you should be tested.

If I'm referred for COVID testing, where should I go?

The Employee Health nurse will provide you with options where you can go to be tested, including our UR Medicine Urgent Care locations in Greece, Henrietta, Penfield, Perinton, Spencerport, and Victor. UR Medicine sites expedite test results for symptomatic employees. If you choose to be tested at a non-URMC site, your results may take longer.

How do I get my COVID test results?

If you received your COVID testing at a UR Medicine site, results are available through MyChart immediately after they are finalized. Staff are encouraged to sign up for MyChart as soon as possible at <https://mychart.urmc.rochester.edu/mychart>. If you do not have MyChart access, you can call the Employee Health COVID Call Center at (585) 275-6040 for your results Monday through Friday from 7:00am – 4:00pm.

I chose to be tested for COVID at a non-UR Medicine location. What do I do with the results?

Scan your test results and send them from your URMCM email address to Employee Health at SMH_Employee_Health@urmc.rochester.edu

I tested negative for COVID. Can I return to work?

Please contact the Employee Health COVID Call Center with your test results if you haven't been contacted by them first. You must receive clearance before returning to work. Even with a negative COVID test, you cannot return to work with symptoms unless they are mild and resolving.

I'm travelling outside of New York State. What do I do?

URMC abides by the New York State [COVID-19 Travel Advisory](#) exemption for essential workers. Employees who have traveled domestically or internationally should contact the Employee Health COVID Call Center at least 24 hours prior to returning to New York State to arrange for COVID testing and enrollment in the Monitoring Chat Bot which requires twice daily temperature readings and symptom checks. Healthcare workers may be able to work if they are asymptomatic, adhere to universal masking, and quarantine outside of work. New York makes an exception for adjacent states: Connecticut, Massachusetts, New Jersey, Pennsylvania and Vermont. URMCM also follows the exemption for these 5 states.

Doesn't New York offer a way to shorten the 14-day quarantine period after domestic travel?

New York state's [COVID-19 Travel Advisory](#) offers individuals a way to decrease the 14-day quarantine period by undergoing two tests at specific time intervals (within 3 days before arriving in New York and 4 days afterward). If essential workers want to shorten the length of the 14-day quarantine outside of work, they can complete the two tests outlined by New York state themselves; Employee Health cannot arrange for this additional testing. However, URMCM staff must comply with requirements for essential workers to return to work on site, including testing within 4 days of return to New York.