

**Supporting Testing Access through Community Collaboration (STACC)
Community Member Frequently Asked Questions
Nov 12, 2021**

Up-to-date information on the STACC program is available at the STACC webpage (<https://www.vdh.virginia.gov/coronavirus/protect-yourself/covid-19-testing/stacc/>).

What is this program?

The Virginia Department of Health (VDH) is partnering with libraries as a trusted community resource to support access to testing resources. The partnership will help give broader access to at-home rapid antigen tests to Virginians at a time where there is an increased demand for testing due to the spread of COVID-19.

Is this program for businesses to have employees tested?

No. Businesses are responsible for acquiring tests for their employees. Call your HR department for more information.

Is this program for K12 school testing?

No. VDH has the ViSSTA program and has additional testing resources in schools. Call your local school leaders for more information.

What kinds of tests are distributed?

VDH will be supplying no-cost, virtually guided rapid antigen tests using [eMed-proctored](#) Abbott BinaxNOW COVID-19 Antigen Card Home Test to libraries as supplies are available. Libraries will be a pick-up location for community members as resources allow. Rapid antigen tests provide results in 15 minutes.

Are the tests free?

Yes - as supplies are available.

Who should get tested?

Visit the VDH COVID-19 Testing webpage (<https://www.vdh.virginia.gov/coronavirus/protect-yourself/covid-19-testing/>) for information on who should get tested and when. VDH recommends having a plan for testing based on criteria and not relying on same day appointments for best utilization of resources.

How can I receive a test through a library?

Individuals can request a free test kit from their local library by following the library's directions as supplies are available. Proof of residency is not required, and individuals will not be required to present a library card to access test kits.

Can I go to the library to get a test if I have symptoms?

If you have symptoms, you should not go inside your library's building. Use your library's contactless distribution option or have someone pick up the test on your behalf. You should always wear a mask if you go to a library to pick up a test, regardless of whether you have symptoms. If you are ill, VDH recommends that you seek care from your healthcare provider.

Can I take the test at the library?

Taking the test inside the library is not allowed because of the risk of exposing others to COVID-19 and biohazardous materials. Your library may have Wi-Fi in the parking lot that you could use for a virtual testing session outside of the library. Dispose of used kits in your home garbage.

How many tests can I take home?

As supplies are available, VDH recommends taking the number of tests that you need, within your library's guidelines. If multiple people in your household need a COVID-19 test, we recommend taking a test for each person who needs one. You should have a plan to use the test kits you receive within two weeks to avoid wastage if they expire.

What equipment do I need to take the eMed-proctored BinaxNOW COVID-19 Antigen Card Home Tests?

You will need the following:

1. an internet connection
2. an internet-enabled device (computer, mobile phone, or tablet) with a webcam or front-facing camera, microphone, speaker, and supported browser for the testing session
3. a valid photo ID to show the eMed telehealth proctor

If you do not have a strong internet connection at home, ask your library staff if Wi-Fi is available in the parking lot or if they have a Wi-Fi hotspot you could check out. Do not take the test within the library itself.

For information on supported browsers, go to <https://www.emed.com/technical-requirements>. Valid forms of ID include driver's license, passport, passport card, birth certificate, state-issued identification card, military ID card, and official school ID.

You will need to use your email address to create a NAVICA account prior to your virtual testing session. You can create an account by downloading the NAVICA app or online at <https://www.emed.com/app/login> by clicking on “I want to start testing” and then selecting “Create Navica Account.” If you do not have an email address, a friend or family member can create a Managed Profile for you through the “Account and Settings” portion of the NAVICA app on their smartphone.

How does the test work?

Once you log onto the eMed website by phone or computer, a trained and certified virtual agent, called a telehealth proctor, will help answer your questions and guide you in taking the test. There are proctors who speak English and Spanish. It is a self-swab of the nose and then testing that swab in a small card to get the results.

Can I take the test without a telehealth proctor?

No. The Emergency Use Authorization from the FDA requires that you take the test only with the supervision of a telehealth proctor.

How soon after the rapid antigen test are results available?

Results for the eMed BinaxNOW COVID-19 Antigen Card Home Test are available approximately 15 minutes after completion of the test. In addition to receiving results, you will also receive follow-up health care instructions and a digital health pass if your COVID-19 test is negative.

Who should I contact with questions about taking the test?

Do not contact library staff. If you need assistance with the test kit procedure, please contact Navica’s Technical Services line at 1-800-257-9525.

What if the results of my test or my pass are not available within the NAVICA app or I want the results emailed instead?

Do not contact library staff. Please call eMed Customer Support at (844) 943-0061.

What if my rapid antigen test is positive for COVID-19?

If you test positive, you should immediately isolate yourself (stay away from others) and call your healthcare provider or your local health department (<https://www.vdh.virginia.gov/local-health-districts/>)

The VDH Antigen Testing Recommendations webpage (<https://www.vdh.virginia.gov/coronavirus/antigen-testing-recommendations/>) has helpful guidance on next steps following antigen test results.

Who should I contact with questions about the test results?

Do not contact library staff with questions. If you have questions, please contact your healthcare provider or your local health department (<https://www.vdh.virginia.gov/local-health-districts/>), visit the VDH's website (<https://www.vdh.virginia.gov/coronavirus/antigen-testing-recommendations>), or call the Virginia COVID Information Center at 1-877-829-4682 Mon-Fri 8am-6pm.

How are results from the eMed BinaxNOW COVID-19 Antigen Card Home Test reported to VDH?

After the test taker completes their test with the online proctor, eMed will report the results to the Virginia Department of Health.