

## The steps for COVID-19 online ordering for providers are as follows:

1. Go to [schedulecovidtest.ri.gov](https://schedulecovidtest.ri.gov) and click “Not yet registered?” to set up your account. You will need your DOB, RI Medical License number, and NPI, as well as an email and phone number. Once your account is set up, you are welcome to share your password with administrators or medical assistants in your office to assist with future ordering
2. Place an order: you will be asked to enter patient details (name, DOB, address, phone, and email), symptoms and risk factors, and finally to select the testing location and time. All testing will be conducted a minimum of 24 hours after the order is placed.
  - a. NOTE: if you do not have a patient’s email, please enter “email@email.com.”
  - b. NOTE: The symptoms and risk factor pages replace the need to fax a PUI for COVID-19 Reporting Form to RIDOH
3. Give patient [PUI Instructions \[health.ri.gov\]](https://health.ri.gov) Please note that at this time, patients will not receive a confirmation that their appointment was booked. From within the portal, you can print a copy of the patient’s record to hand them or print as a PDF to email them. Instructions are included in the attached document.
4. Specimen is collected at the drive-up site then transported to the commercial lab. For children younger than 12 years old, a parent or caregiver will be instructed to perform the nasal swab.
5. You will receive lab results directly from the commercial lab. Please communicate these results to your patient, and if they are positive, let them know that a representative from the Department of Health will reach out to them directly for follow up.
6. Testing results will take three to five days.
7. Report positive results to RIDOH at **401-222-2577**.

If you have issues using the system:

Call RIDOH at 401-374-6670 or email [doh.elicense@health.ri.gov](mailto:doh.elicense@health.ri.gov)