

Breaking News (11/08/2020)

Call-to-Test

The Department of Health and Human Services will be assisting vulnerable Victorians in metropolitan Melbourne with in-home testing to help slow the spread of coronavirus (COVID-19).

The Call-to-Test service will enable some of our most vulnerable to get tested for coronavirus (COVID-19) at home with a qualified health clinician. The service will provide access for people who cannot leave home due to injury, mobility or other eligible reasons.

Access to the Call-to-Test service will be available to individuals who have coronavirus (COVID-19) symptoms and meet the following criteria:

1. people with an injury, chronic health issue, or frailty affecting mobility
2. people with moderate to severe physical or psychosocial disability
3. people with moderate to severe mental health or behavioural issues not otherwise classified as a psychosocial disability
4. carers for a person with moderate to severe disability

The Call-to-Test service is limited to people who are experiencing symptoms of coronavirus (COVID-19), such as:

- Fever, Chills or sweats, Cough, Sore throat, Shortness of breath, Runny nose, Loss of sense of smell or taste

In certain circumstances headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

People without symptoms may be eligible if they have been identified by the Department of Health and Human Services (DHHS) as being a close contact, have received direction from DHHS to be tested, and meet any of the criteria detailed above.

A General Practitioner (GP) referral for a coronavirus (COVID-19) test to access the service is necessary, unless you have been directed by DHHS to get a test, as well as demonstrate you are not able to access existing testing sites through family or community supports. The operator will discuss options available to you and support you through the process.

Simply call the **coronavirus (COVID-19) hotline on [1800 675 398](tel:1800675398)** and **select option 9** to find out if you are eligible for this service.

The Call-to-Test service runs a 48-hour testing service. A nurse will visit your home within 48 hours of arranging the GP referral, noting visits will take place between 10:00am and 2:00pm, 7 days a week. The nurse will telephone before arriving, allowing you enough time to be ready for the visit and will provide identification on arrival.

If an interpreter service is needed please let the operator know at the time of arranging the in-home test.

It usually takes one to three days to get your results after being tested. Sometimes there are delays and it can take longer. Regardless of whether your symptoms persist, you must remain in self-isolation at home until you find out your test result. You will receive a text message or phone call about your results.

A carer can request the service on behalf of the person they are caring for. A GP referral will still be required unless they have been directed by DHHS to get a test.

****Remember to wear face masks or face coverings when you leave home, clean your hands thoroughly with water and soap or alcohol-based hand rub before and after every contact with the mask!**

****Stay safe by washing your hands regularly, coughing and sneezing into your elbow, keeping at least 1.5 metres from others and staying home if you feel unwell.**

If you have symptoms of coronavirus (COVID-19) [get tested](#)**

Source:

<https://www.dhhs.vic.gov.au/updated-restrictions-announcement-2-august-covid-19>

<https://www.dhhs.vic.gov.au/face-masks-covid-19#where-can-i-get-a-face-mask>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>