Frequently Asked Questions

What are the primary symptoms of COVID-19?

- Fever
- Cough
- Difficulty breathing
- Loss of taste and smell

What should I do if I'm experiencing severe symptoms?

If you or a family member are experiencing severe symptoms, please call your doctor. If you are experiencing a life-threatening emergency, please call 911.

Am I eligible for testing?

At this time, testing is limited to residents of Baldwin Park, and employees of Baldwin Park Businesses, who are experiencing symptoms of COVID-19, have priority needs, or have been quarantined due to an exposure of a confimed case of COVID-19, are low income and those who have no health insurance.

Do I need Health Insurance to be tested?

NO, this testing is being provided FREE of charge and no health insurance is required.

Is there priority for senior citizens or persons at higher risk from developing COVID-19?

Baldwin Park residents and employees of Baldwin Park businesses who are in the highest-risk categories are eligible for same day or next day testing if they currently have symptoms. This includes those individuals with COVID-19 symptoms who are:

- 65 and older; and/or
- Have underlying health conditions including:
  - Diabetes
  - Heart disease
  - Hypertension
  - Chronic lung disease
  - Moderate to sever asthma; or
  - People who are immunocompromised, including as a result of cancer treatment

- Those with no health insurance
- Those who identify as low-income

Is the test invasive?

The test consists of a nasal swab, collected by a licensed health care professional.

How do I check availability to sign up for a test?

To confirm eligibility testing appointment availability, go to www.baldwinpark.com.

If I make an appointment, when and where is testing being done?

At this time, there are drive-through appointments only. When you book your appointment, you will receive a confirmation with the date, time, and location of your appointment, as well as other details.

What do I do if all of the appointments are full?

We are adding more appointments regularly. Please check back to see when additional appointments have become available.

How far in advance can I schedule a test appointment?

Test appointments are available for the following day only.

What if there are no appointments available?

Please check back regularly, as appointments may be added due to cancellations and/or increased availability and changes.

How do I cancel my appointment?

Please cancel using the confirmation email received when you scheduled your initial appointment.

When do I need to arrive for my appointment?

Please arrive at the scheduled time listed on your confirmation email.

Can I have other people in my car when I arrive for testing?

Yes, but please do not expose others if you suspect you are ill. Only those with confirmed appointments will be tested.

What should I do if I do not have access to a vehicle?

At this point in time we are NOT able to accommodate walk-ups. Please check the LA County Site for walk-up availability at https://lacovidprod.service-now.com/rrs

How long will the test take?

The test itself will only take a few minutes, but the wait in line at test site will vary.

Do I have to get out of my car?

The test will be done while you remain in the vehicle.

How much does the test cost?

The test is free of charge to Baldwin Park residents and employees of Baldwin Park businesses.

How and when will I receive my results?

Test results will take up to 48hrs to get back. Positive result news will be delivered by telephone by VITAL Medical services physician, who will also guide the patient to seek follow up care. Negative results will be delivered by email.