Suggested Tasks for Mail-In Self-Testing Staff

Tasks are dependent on each individual organization. Additional and/or different steps may need to be included.

Before a mail-in self-test is ordered:

- Accessing the Mail-In Self-Testing platform
- Accessing the secure data collection platform
- Communicating with the provider to make sure all clients that need a kit are being contacted
- Contacting Clients regarding Mail-In Self-Testing
- Explaining the mail-in self-testing process to clients
- Confirming the location a client's kit is being shipped to
- Answering any questions clients have

While ordering a mail-in self-test:

- Ordering self-testing kits on the mail-in self-testing platform
- Data collection for mail-in testing
- Communicating with the provider so they aware mail-in tests have been ordered
- Communicating with collaborators so they are aware mail-in tests are being sent to their location
- Communicating with the mail-in testing company if any issues arise about an order

After ordering a mail-in self-test:

- Answering any questions clients have
- Troubleshoot with clients when an issues arises
- Assisting the client in completing the kit via phone or video platform
- Contacting clients who have yet to complete their kit
- Reviewing and interpreting results from the mail-in testing platform
- Communicating with the provider regarding client results
- Relaying positive results to the provider so they can decide next steps regarding treatment/care
- Relaying Results to Clients
- Send clients their results via electronic medical records or email
- Linking clients to care or referrals
- Data collection and entry for mail-in testing on the secure platform
- Asking clients about their mail-in self-testing experience for program evaluation