CITY OF NASHUA
Division of Public Health
& Community Services
18 MULBERRY STREET • NASHUA, NH • 03060

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COVID-19 Testing Clinic Frequently Asked Questions (FAQ)

by the City of Nashua Division of Public Health and Community Services

Q: When is the clinic held?

A: Clinics are held every Tuesday from 3:00 to 5:00 p.m., unless otherwise noted. Updates will be made on our website at www.NashuaNH.gov/COVID19.

Q: Where is the clinic located?

A: This testing clinic is located at the National Guard Armory (154 Daniel Webster Highway, Nashua, NH 03060). Vehicles enter on Veterans Drive.

Q: Who is eligible for a test?

A: We welcome people of all ages (adults and children) who meet the following criteria:

- Exposed to a person positive with COVID-19 (within six feet for 10 minutes or more, regardless of mask use). Testing is recommended 5 to 7 days after exposure.
- Experiencing symptoms of COVID-19 (fever, headache, sore throat, coughing, loss of taste or smell, shortness of breath, nausea, vomiting, diarrhea).
- Referred by their healthcare provider or local health department.

Q: What type of tests are available at the clinic?

A: We provide two types of COVID-19 tests. You will only receive one of these tests.

- PCR (molecular) test: anterior nasal swab or nasopharyngeal swab
- Rapid Antigen test (only for those with symptoms)

Q: What type of test can I get?

A: Most people requesting a test will receive a PCR test. Rapid Antigen tests are only eligible for people who have COVID-19 symptoms when at the clinic. Symptoms must be present for at least two days prior to testing to be eligible for the rapid test. A public health professional will determine the type of test you receive when you check-in at the clinic.

Q: Do I need an appointment?

A: It is highly recommended. You can register for an appointment online using this form or by calling the Nashua COVID-19 Hotline 603-589-3456. We accept a limited number of vehicles without an appointment, but they will not be accepted after 4:15 p.m.

Q: How much does it cost to get a test?

A: The test is free.

Q: I have a child, can they get tested?

A: Children of all ages can be tested at this clinic.

Q: If I am running late for my scheduled appointment, can I still get tested?
A: Yes, you can still get tested. Your appointment time is a placeholder and not a hard time slot. Due to the volume of tests, most testers will need to wait past their appointment time.

Q: I can no longer make my scheduled appointment, do I need to cancel?
A: Please call 603-589-3456 to cancel your appointment. This makes room for others in need of a test.

Q: What do I need to bring?
A: You do not need to bring any paperwork or proof of residence.

Q: How can I stay safe and protect others while getting my test at this clinic?
A: Everyone coming to the clinic must wear a mask, this includes when checking-in. During the time of your test, your mask should only be lowered to expose your nose, keeping your mouth covered for the nurse to perform the nasal swab. Use hand sanitizer after blowing your nose for the test.

Q: Does the test hurt?
A: The anterior nasal swab test is fairly comfortable for most. When you get swabbed, you will feel a slight tickle in your nose. The nasopharyngeal swab is a little more uncomfortable. Both tests are quick.

Q: What happens when there is bad weather?
A: Our clinics are only cancelled due to strong winds, heavy rain, lightning, thunder, or other extreme weather during the time of scheduled clinics. Our staff will make every attempt to notify those with appointments and those who want to attend clinics of the cancellations.

Q: I am traveling, can I get tested here?
A: Pre-travel COVID-19 tests are NOT offered at this clinic.

Q: I came in contact with someone who has COVID-19 and I am getting a test, what should I do?
A: If you had close contact (within six feet for 10 minutes or more, regardless of mask use) with a confirmed positive case of COVID-19, you need to stay home for 10 days and schedule a COVID-19 test approximately 5 to 7 days after your exposure. We recommend that close contacts drive through our clinic, rather than walk-in. After your test, continue to self-quarantine and monitor for symptoms for the full 10 days after the date of your exposure, even if you receive a negative test result.

Q: When will I receive my test result?
A: For the PCR test, results are returned by phone as soon as they are received from the lab. **DO NOT** call us for test results, we call you as soon as your test result is available. We have been experiencing longer wait times for COVID-19 test results as the State is experiencing a high volume of tests. For positive rapid tests, we will notify you via phone the evening of your test. Negative rapid test results will be notified the following day.

Q: What should I do while I wait for my test result?
A: Stay home (from work, school, etc.) if you or someone in your household is waiting for a COVID-19 test result due to symptoms of COVID-19 or a known exposure.

Q: I tested negative at the clinic, what does that mean?
A: A negative test result means that you did not have COVID-19 at the time of testing. This result does not mean that you can not contract COVID-19 in the future. If you are a close contact to a confirmed case of COVID-19, continue your 10-day self-quarantine (you cannot test out of quarantine). If you tested negative but continue to experience symptoms of COVID-19, you should also stay home to prevent the spread of other respiratory illnesses. Please continue to wear a face covering, social distance (stay 6 feet away from people who are not in your household), avoid any social gatherings, and wash your hands frequently.

Q: I had COVID-19 and I need a negative test to return to work, how soon can I get tested again?
A: Repeat COVID-19 testing for positive cases is NOT recommended nor available at this clinic. Please call 603-589-3456 if your employer is requiring a negative COVID-19 test after testing positive.

Q: The clinic registration form is full OR I am not eligible for your testing clinic. Where can I get tested?
A: There are a variety of testing options located locally and throughout the State of NH, see below.
- Statewide Testing Locations
  - NH Department of Health and Humans Services Testing Website
  - PCR Testing Sites in NH (Updated 11/12/2020)
  - Rapid Antigen Testing Sites in NH (Updated 11/12/2020)

- Local Testing Locations
  - Nashua COVID-19 Testing Website