



COVID-19 Frequently Asked Questions

- Q: Do you provide swabs and/or transport medium for your clients?
A: We only perform diagnostic testing. We do not have specimen collection kits or supplies.
- Q: Do you require specific collection criteria or only accept certain brands of swabs?
A: We follow CDC guidelines for sample collection. Further information can be found [here](#).
- Q: What type of transport medium do you require?
A: Currently the CDC has approved the use of a transport tube containing either viral transport medium, Amies transport medium, or sterile saline as described [here](#). We accept and run diagnostics on swabs received using any of these mediums.
- Q: Do you limit your testing for certain screening criteria or symptoms?
A: We are a diagnostic laboratory only and we are not authorized to mandate symptom requirements for testing. The medical facility must follow their guidelines for specimen collection. We test all samples received from appropriate sources.
- Q: How are samples delivered to your laboratory?
A: We have contracted with couriers across the state. While we cannot guarantee their timeframes, we usually receive samples the same day as pick up. We also accept samples from clinics and other medical providers who wish to deliver them to our facility. We do not accept samples directly from patients; they must be collected, handled, and arrive directly from a medical provider. If you would like to schedule a courier pickup or inquire about delivering your own collected samples, please email covid19testing@okstate.edu.
- Q: What is the turnaround time for test results?
A: The current turnaround time is 48 to 72 hours after we receive the sample. We are not a private lab and we cannot guarantee timeframes for any reason.
- Q: How are test results distributed?
A: All test results will be reported through the PHIDDO system, and all patient results will be sent to health care providers via encrypted portal.
- Q: Is your laboratory CLIA certified?
A: The Diagnostic Laboratory is certified under CLIA ID Number 37D2180955