

**Supporting Testing Access through Community Collaboration (STACC)  
Community Member Frequently Asked Questions  
March 2022**

Up-to-date information on the STACC program is available at the STACC webpage (<https://www.vdh.virginia.gov/coronavirus/protect-yourself/covid-19-testing/stacc/>).

**What is this program?**

The Virginia Department of Health (VDH) is partnering with libraries as a trusted community resource to support access to testing resources. The partnership will help give broader access to at-home rapid antigen tests to Virginians.

**Is this program for businesses to have employees tested?**

No. Businesses are responsible for acquiring tests for their employees. Call your HR department for more information.

**Is this program for K12 school testing?**

No. VDH has the ViSSTA program and Test-to-Stay program and additional testing resources in schools. Call your local school leaders for more information.

**What kinds of tests are distributed?**

VDH is currently supplying libraries with ACON Flowflex COVID-19 Antigen Home Test or iHealth COVID-19 Antigen Rapid Test kits as supplies are available. During the initial phase of the program, VDH supplied libraries with virtually guided rapid antigen tests using eMed-proctored Abbott BinaxNOW COVID-19 Antigen Card Home Test. Libraries will be a pick-up location for community members as resources allow. Rapid antigen tests provide results in 15 minutes.

**Are the test kits authorized by the FDA?**

Yes. Both the ACON Flowflex COVID-19 Antigen Home Test and the iHealth COVID-19 Antigen Rapid Test are authorized by the FDA.

The FDA issued a safety communication warning against the use of a different ACON Flowflex COVID-19 test, which is called the ACON Biotech Flowflex SARS-CoV-2 Antigen Rapid Test (Self-Testing). The ACON Biotech Flowflex SARS-CoV-2 Antigen Rapid Test (Self-Testing) has not been authorized or approved for use by the FDA. The FDA is concerned about the risk of false results when using this unauthorized test.

**Are the tests free?**

Yes.

**Who should get tested?**

Visit the VDH COVID-19 Testing webpage

(<https://www.vdh.virginia.gov/coronavirus/protect-yourself/covid-19-testing/>) for information on who should get tested and when. VDH recommends having a plan for testing based on criteria and not relying on same day appointments for best utilization of resources.

**How can I receive a test through a library?**

You can request a free test kit from your local library by following the library's directions as supplies are available. You will not need to show a library card or prove your residency to get a test kit.

**Can I go to the library to get a test if I have symptoms?**

If you have symptoms, you should not go inside your library's building. Use your library's contactless distribution option or have someone pick up the test on your behalf. You should always wear a mask if you go to a library to pick up a test, regardless of whether you have symptoms. If you are ill, VDH recommends that you seek care from your healthcare provider.

**Can I take the test at the library?**

Taking the test inside the library is not allowed because of the risk of exposing others to COVID-19 and biohazardous materials. Dispose of used kits in your home garbage.

**How many tests can I take home?**

As supplies are available, VDH recommends taking the number of tests that you need, within your library's guidelines. If multiple people in your household need a COVID-19 test, we recommend taking a test for each person who needs one. You should have a plan to use the test kits you receive within two weeks to avoid wastage if they expire.

**What equipment do I need to take the test?**

The test kit contains all the materials you need to take the test.

**How do I use the test?**

Follow the written instructions on the manufacturer's product insert.

**How soon after the rapid antigen test are results available?**

Results for the rapid antigen test are available approximately 15 minutes after completion of the test.

**Who should I contact with questions about the test?**

Do not contact library staff. For questions about the ACON Flowflex COVID-19 Antigen Home Test, call ACON Laboratories Customer Support at 1-800-838-9502 or visit the manufacturer's website at: <https://flowflexcovid.com/>. For questions about the iHealth COVID-19 Antigen Rapid Test, call the iHealth Customer Helpline at 1-855-816-7705 or visit the manufacturer's website at: <https://ihealthlabs.com/>

### **What if my rapid antigen test is positive for COVID-19?**

If you test positive, you should immediately isolate yourself (stay away from others) and call your healthcare provider or your local health department (<https://www.vdh.virginia.gov/local-health-districts/>)

The VDH Protect Your Health - Isolation and Quarantine webpage has helpful guidance following a positive or negative test result:

<https://www.vdh.virginia.gov/coronavirus/protect-yourself/isolation-quarantine/>

### **Who should I contact with questions about the test results?**

Do not contact library staff with questions. If you have questions, please contact your healthcare provider or your local health department (<https://www.vdh.virginia.gov/local-health-districts/>), visit the VDH Protect Your Health - Isolation and Quarantine webpage (<https://www.vdh.virginia.gov/coronavirus/protect-yourself/isolation-quarantine/>), or call the Virginia COVID Information Center at 1-877-829-4682 Mon-Fri 8am-6pm.