

## **OH3 – Terms and Conditions – Test to Release Covid 19 PCR Tests**

OH3 provides PCR Covid-19 screening using test kits approved for use in the UK and Europe. The laboratory used for providing the test kits and testing the samples is a UKAS accredited Laboratory.

### **Payment terms**

Individuals booking appointments must pay at the time of booking their appointment by credit or debit card via the secure payment method on the OH3 Website. Anyone having difficulty doing so can phone our helpline and pay over the phone.

### **Health changes**

Testing provides a result based on the test taken at the appointment and an individual's health status can change between sampling and reporting of result. If the individual displays symptoms of Covid 19 between taking the test and getting the result, they should seek a test through <https://www.gov.uk/get-coronavirus-test>

All results are based on the sample specimen provided and do not take into account any clinical assessment or patient diagnosis.

### **Sample transport**

All shipping and transport is provided by third parties for which OH3 is not responsible or liable for delay, loss or damage to tests.

### **Positive PCR sample results**

In the event of a positive result and/or displaying symptoms of COVID-19, please follow current government guidelines. When booking the test you consent to have for the results to be sent to PHE for feeding into the NHS track and trace system.

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Newcastle,  
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Vat No.: 198 4866 35  
Companies House No.: SC402074

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### **Test suitability and turnaround times**

Due to the frequency of changing of the regulations, individuals are responsible for assessing the suitability of this test for their purpose as well as the turnaround times they need. Neither OH3 Ltd nor their appointed testing laboratory will be held liable for any turnaround times due to so many reasons being beyond our control. The requirements can be a specific number of hours from the time of a) the sample or b) the test result until the a) departure or b) arrival. Sometimes the destination also requires more specific documents e.g. 'RT Assay Test' or a 'Fit to Fly' Medical Certification.

OH3 is unable to provide any advice or guidance with regards to acceptance criteria for airlines/countries and accepts no liability for this.

### **Test cancellation policy**

OH3 requires 24 h for cancellations. If you miss your appointment or cancel within this period, the fee is non-refundable and you will be required to rebook and the same fees apply. Occasionally it maybe possible to re-arrange the time but you must contact us by phone at the earliest opportunity.

### **Importance of cancelling your test if symptomatic**

OH3 aim to protect all patients and staff in the best possible way. OH3 do not test symptomatic patients at our centres. Do not attend if you or any of your household have any symptoms suggestive of Covid-19 - persistent new cough, fever, loss of taste or smell; please advise the clinic and a full refund will be issued.

### **Attendance and safety procedures at the OH3 centre**

Clients attending an OH3 clinic will be asked Covid Screening Questions, asked to hand sanitise and wear gloves for the duration of their appointment. A face mask must be worn at all

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times until told to be removed by the health care professional. Please note we are not able to admit clients earlier than the allocated appointment time booked to minimise patient exposure to clinical environments.

Each person attending for test must bring a passport and proof of the date and time you left the last country outside of the UK permitted travel corridor and ensure this is at least the fifth day before your booked test time.

## Result reporting

Result reports are uploaded to your secure patient portal at the earliest opportunity.

Please note we cannot disclose results to a 3rd party (including relatives) other than by consent. If you prefer is to share your results to someone else, please confirm when booking and on your consent form.

We aim to provide you with your results as soon as is possible. The tests are collected from our clinic by tracked courier and taken to the accredited Laboratory.

The results come directly to OH3 and your certificate is issued within specified time limits depending on the purpose of the test.

You will receive your Test to Release result by secure email. The passcode will be sent by text to your phone.

Your results will very likely be produced by the laboratory within 24 hours from them receiving your sample receipt of your sample but we cannot provide any guarantee of this due to circumstances beyond our control with the laboratory or the courier. We cannot accept liability for any other associated costs should your results be delayed.



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