

Frequently Asked Questions – COVID-19 Testing for Travel Clearance

Please check our website for more information on how to request an appointment, sample report, and pricing. When you submit a request for an appointment, please complete the request as instructed. If you have any questions, please read the FAQ below.

How to schedule an appointment:

1. Please submit your request through email to SupportHealthServices@chasf.org. The email must include the following information: passport name, gender, date of birth, preferred testing date, types of COVID Tests (PCR, IgM, or BOTH), U.S. phone number, email address (preferably Yahoo or Gmail), destination, flight date and time. Our staff will process your request within 2 business days.
2. Once your appointment has been confirmed, you will receive a confirmation email from us with registration and testing time. If your email does not include registration and testing time, please email us ASAP.
3. Please bring your passport on the date of your appointment. You will pay on the day of the appointment before getting tested. You will also need to sign a medical release consent to the Consulate of China so they can ask us for reference.
4. After testing, we will email you your report within 24 hours. If you did not receive your results within 24 hours, please email us ASAP with the subject as: DID NOT RECEIVE COVID TEST RESULTS. You can also come back to our office to check in person.

Our results need a 24-hour turnaround time. We cannot guarantee that you will receive same-day results. Only for these specific days, we will email you your report on the same day before we close at 5:00PM. Unfortunately, COVID testing for travel is not a medical necessity, you will not be able to use your insurance to cover the cost.

We will email your results within 24 hours.

We will send you an electronic copy for your convenience

No, you can only choose either electronic or hard copy

Yes, we are one of the authorized COVID-19 testing sites. For more information, please visit:

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Please check our website for more information on pricing. (Please note prices are subject to change without notice based on circumstances)

You can pay with cash, debit or credit card (VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER).

We recommend emailing us for an appointment when you confirmed your flight date and time with the airline. Our staff will process your request within 2 businesses days.

If you cancel or reschedule more than 48 hours before the appointment time, there is no penalty, and you are not charged. Between 4-48 hours before the appointment, there is a \$165 late cancel/reschedule fee. Less than 4 hours before the appointment time, the full fee will be charged. We do not offer a refund.

No, you do not need to fast for COVID-19 tests.

Yes, our report includes all the necessary terms required by the Consulate of China. Please check our website for the sample report.

No, we currently only offer testing from 11:00 AM to 12:30 AM Monday to Friday and 9:00 AM to 10:00AM on Saturday or day before a holiday.

During registration, please make sure that we have your correct email address and name on passport.

Please check to see if the report have your correct name, gender, and date of birth. (Does it match the information on your passport?)

If there are errors in your report, please email us ASAP with the subject as ERRORS IN COVID TEST REPORT. Or you may also come back to our office to check in person.