

CORONAVIRUS NATIONAL TESTING PROGRAMME

EMPLOYER REFERRAL PORTAL

GUIDANCE FOR MANAGERS

In order to support the continued delivery of essential services during the coronavirus pandemic, the council has been given access to the National Employer Referral Portal for coronavirus testing.

Who will be referred for testing?

Employees designated as **key workers** who themselves have coronavirus symptoms or who are self-isolating because a member of their household has symptoms may be referred for testing using the Employer Referral Portal. Key workers in Social Care will continue to use the NHS self-referral testing process. Key workers are defined by the Scottish Government in the [Priority Matrix](#) for Key Workers.

In addition, the testing programme has been extended to enable staff employed in schools and early learning and childcare settings to book a test when they are concerned that they may have come into contact with a person infected with coronavirus, but are not showing any symptoms. A non-symptomatic test is only available to staff in schools and early learning and childcare settings and is only available through employer referral.

When the employee is referred they can then book a test for themselves (if they are symptomatic or non-symptomatic in a school or early learning/childcare setting) or any members of their household who have symptoms.

It is essential that this process happens quickly as testing is most effective within the first 3 days of experiencing symptoms.

How do I refer a key worker/school staff?

You will be required to complete a [spreadsheet](#) with information about the employee including name, mobile number and car registration and must submit the spreadsheet to HR at hrpolicy@westlothian.gov.uk by 12 noon that day to ensure submission to the portal.

A step by step process to refer a key worker/school staff for testing is attached along with a manager's script for discussing testing arrangements with employees.

The Spreadsheet asks me to state the level of urgency, how do I determine this?

The employer referral portal asks the employer to determine the level of urgency in relation to critical service delivery and the impact of the employee's absence. The level of urgency should be stated as critical, high, medium or low.

What happens after referral?

Once referral is made the employee will receive a text message with a unique invitation code to book a test for themselves (if symptomatic) or their symptomatic household member at a regional testing centre.

What information will key workers/school staff receive?

Key workers/school staff who have been invited for a test are notified via text message of their invitation to attend and book an appointment at a regional testing centre.

A link is provided for key workers/school staff to register their personal details.

Once key workers/school staff have registered their details via the online portal they will be directed to the appointment booking system to book a specific slot at the regional testing centre.

The text message received by key workers/school staff will say:

Visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus). Under 'Testing for coronavirus' select 'Book a test if you have a verification code'. Enter the verification code XXXX-XXXX-XXXX-XXXX

What information will the council receive?

The council will be notified within 24 hours to confirm who have been allocated an appointment and who have not.

HR will re-submit a spreadsheet for staff who did not get allocated an appointment the following day.

The council will not receive information on whether a test has been taken or what the result is.

Can I ask the employee for details of their test results?

You should keep in contact with employees as you would any employee who was off sick.

For the purpose of managing service delivery in their absence you should ask the employee to provide the details of their testing appointment (or that of their household member), when they expect to receive results and request if they would agree to inform you of the results.

A script for discussing testing arrangements with employees is attached.

Should the employee remain absent from work while awaiting test results?

Employees should not attend work while awaiting test results if they are being tested because they or a household member are experiencing symptoms or because they have been advised by a contract tracer to self-isolate because of confirmed close contact with an individual who has tested positive for COVID-19.

School employees who are not symptomatic should attend work as normal while they await test results.

Human Resources
24 August 2020

CORONAVIRUS TESTING PROTOCOL



CORONAVIRUS TESTING PROTOCOL

MANAGER'S SCRIPT

As soon as you are notified that a key worker is symptomatic, or that they are self-isolating because a member of their household is symptomatic, you should contact the employee by telephone to begin the referral process. The script below should be followed when contacting employees:

Manager: I understand that you or a member of your household are experiencing symptoms of coronavirus is that correct?

Employee: Yes

Manager: Can you please confirm who is experiencing symptoms, what those symptoms are and when the symptoms began? (In order to be eligible for testing the key worker or an individual living in the same household must be experiencing symptoms of coronavirus – a new persistent cough and/or fever – that began within the last 3 days.)

Employee: Provides details

Manager: I can confirm that you (or your household member) are eligible for coronavirus testing via the employer referral portal. In order make a referral for testing I need to submit information about **you** to the portal. Please could you give me:

- a mobile number that you would like testing details sent to;
- the registration number of the vehicle you will use to attend the testing site; and
- your NHS number if known.

Key Worker Name:	
Mobile Number:	
Vehicle Registration Number:	
NHS Number (if known):	

With your agreement, this information will be submitted to the testing portal and you will receive a text message inviting you to book a test for yourself (if symptomatic) or your symptomatic household member(s) at a regional testing centre.

The text message will include a link to the testing portal where you will be asked to enter a unique verification code. The verification code will also be provided in the text message.

Once you have registered your personal details on the portal you will be directed to the appointment booking system to book a specific slot at the regional testing centre.

Please can you confirm if you agree to the details you have provided being submitted to the National Employer Referral Portal for coronavirus testing where the information will be handled securely and confidentially?

Employee: Yes, I agree.

Manager: Thank you. Your information will be submitted today (or tomorrow if after 12 noon). Requests for submitting will be prioritised on the portal. If you are not invited to make an appointment within 24 hours your details will be re-submitted.

Details of your testing arrangements and the results of tests will not be shared through the portal with the council. Therefore, I would be grateful if you would keep me updated on when you (or your household member) are given a test appointment and the results of the test(s). Understanding whether you or your household member have tested positive for coronavirus will assist the council in planning staffing arrangements and delivering essential services. Please can you confirm if you will agree to provide the council with information about test appointment(s) and result(s).

Employee: Yes, I agree.

Manager: Thank you.

RECORD OF VERBAL CONSENT

Has the key worker agreed to have their personal information submitted to the National Employer Referral Portal?	Yes/No (delete as appropriate)
Has the key worker agreed to share information about test appointment(s) and result(s)?	Yes/No (delete as appropriate)
Line Manager Name:	
Signed:	
Dated:	