

Newton-Wellesley Hospital COVID-19 Testing FAQs

Answers for Employees and Patients

MGB Occupational Health Hotline
617-724-8100

MGB Ambulatory Hotline
617-724-7000

I am traveling and need a COVID test before I leave—how do I get tested?

All testing at Newton-Wellesley Hospital (NWH) and other testing sites within the Mass General Brigham (MGB) system requires an order from an in-network provider. Once that order is placed, someone from the testing site will reach out to you to schedule an appointment.

I have a paper order from my provider for a COVID test—can I just show up for testing?

No, testing at NWH is by appointment only. Currently, we are not able to accommodate orders from outside the MGB system. If you do not have a provider within the MGB system and have new symptoms or have had a known exposure to someone who has tested positive, you can call the MGB ambulatory hotline at 617-724-7000, and they can order the test for you.

My provider is not within the MGB system—can I be tested at NWH?

Currently, we are not able to accommodate orders from outside the MGB system. If you do not have a provider within the MGB system and have new symptoms or have had a known exposure to someone who has tested positive, you can call the MGB ambulatory hotline at 617-724-7000, and they can order the test for you.

Are there other testing locations besides NWH that I can go to for COVID-19 testing?

Yes, there are [other locations within the MGB system](#) where you can go for testing. All MGB testing locations require an order by an in-network provider and are by appointment only. You can find locations and hours of operations on The Pulse via the link above. You can also find other testing locations across the state [here](#).

If I missed a call from NWH to schedule COVID-19 testing, how can I reach them?

If you have a missed call from NWH to schedule COVID-19 testing, you may call 617-243-6532 and leave a message, along with the best phone number to reach you. This voice mailbox is checked regularly, and you can expect to receive a call back within one business day. You can find contact info for other locations within the MGB system [here](#).

Employee-specific Questions

I am an employee and have developed symptoms—can I stop by the tent to be tested today?

You may not stop by the tent to be tested. If you are an employee, you must report any new symptoms to Occupational Health. You may do this by calling the hotline at 617-724-8100 or by attesting to symptoms when you complete your [COVID Pass](#). Testing at NWH (or any MGB location) is currently by appointment only.

I am an employee who is traveling and need a COVID test before returning to work—how do I get tested?

Employees must [attest to their travel in advance](#) (except for travel to MA, NH, CT, ME, VT, NY, NJ or HI).

Upon return from travel and before being able to return to work, employees will need to:

- Complete the required [Massachusetts Travel Form](#).
- Demonstrate proof of a negative COVID-19 test by one of the options below:
 1. Obtain testing before returning to MA, provided the test was obtained no more than 72 hours prior to arrival in MA. Results should be sent to phsohscovid19@partners.org.
 2. Call Occupational Health at 617-724-8100 either before travel or within 24 hours after travel to schedule a test at one of the Mass General Brigham testing sites.