ACCESS
Health & Community

Coronavirus (COVID-19) Call-to-Test service

The Department of Health and Human Services has created a service that helps people get a COVID-19 test if it is hard for them to leave their home.

At-home Test

What is Call-to-Test?

Call-to-Test is a service to arrange at-home coronavirus (COVID-19) testing with a health worker. It is for people in metropolitan Melbourne who cannot leave home to get tested due to injury, health, movement or other issues and who meet the eligibility criteria.

Eligibility for the Call-to-Test service

The Call-to-Test service is available to anyone who has coronavirus (COVID-19) symptoms and any of the following criteria:

• An injury, chronic health issue, or limited movement.
• Moderate to severe physical or psychosocial disability.
• Moderate to severe mental health or behavioural issues.
• Is a carer for a person with moderate to severe disability.

Anyone without symptoms who has been identified by DHHS as a close contact, has received direction from DHHS to get tested, and meets any of the above criteria.

How to access Call-to-Test?

Call 1800 675 398 and select option 9 to find out if you can use this service. The Call-to-Test service operates from 9am-5pm, 7 days a week.

You need to:
• have a referral for a COVID-19 test from your doctor, unless DHHS have told you to get a test.
• show you are not able to visit testing sites through family or community supports.

The operator will discuss your options and support you through the process.

For more information, call the coronavirus hotline 1800 675 398 (24 hours) Select option 9 for Call-to-Test service. Call Triple Zero (000) for emergencies only.

If you need a GP referral to use the Call-to-Test service, call 9810 3000 and select option 1. You can speak to a doctor over the phone or via video.