

FAQ's

General Information

What lab do you use and what accreditation do they have?

We work with various accredited Labs within the UK. The Laboratory uses methods approved by PHE for PCR testing, and also provides the same testing as part of its service to the local health community through the NHS. The laboratory participates in accreditation under ISO15189 through UKAS, under No. 9769

What do I need to fly?

Countries vary, but we recommend checking with your airline prior to departure. Typically, certain countries require a PCR test between 48-72 hours prior to departure.

How are you ensuring customers are safe at your testing sites?

We are taking extensive steps to ensure that our testing sites are a safe and comfortable environment for our customers. On arrival you will need to complete a questionnaire to ensure any customer showing fever-like symptoms are not admitted on site.

Our site adheres to all government guidelines, you can read more about this [here](#)

How do I know I won't catch coronavirus during my visit?

No one is allowed to enter the clinic showing any symptoms, the testing rooms are fully sanitised after each visit. Anyone who is aware of symptoms would be directed to a NHS facility.

What happens if I get turned away because I have a high temperature?

If you are not granted access to site due to showing Covid-19 symptoms we will arrange another date and time for your visit 14 days after your symptoms have gone. In the meantime, we recommend you seek medical advice.

What if I am running late?

We will do our best to accommodate your booking, however, we cannot guarantee availability, please contact our support team at covid.test@diamondairinternational.com to rearrange your appointment. Refunds will not be given for missed appointments.

Can I cancel or postpone my test? Will I get a refund?

Yes, we can postpone your appointment up to 48 hours ahead of your booking slot. We do not offer refunds.

What should I do if I have COVID 19 symptoms when I am due to travel?

If you have covid-19 symptoms you should follow the advice of the NHS. Airlines have the right to refuse travel to anyone they believe is not fit to fly so if staff suspect you have symptoms such as a fever or new persistent cough you may be turned away.

What steps can I take to protect myself and others from Covid-19 when I travel?

As well as getting tested for covid-19 before travelling, follow the rules at the airport and during the flight. Engage with social distancing, hand washing and face covering advice in particular.

RT-PCR IN CLINIC TESTS

What is a PCR Test?

PCR swab test (have you got it?):

- Technically this is a Qualitative PCR (COVID-19, Novel Coronavirus RNA (SARS-CoV-2))
- It looks for evidence the virus is currently in your body, by detecting the presence of its RNA (genetic material in the virus)
- The PCR test can therefore only tell us if the virus is currently present in the body
- Practically, the test involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud
- Your sample is sent to a laboratory to be processed
- Results are produced and sent to the patient within a 48 hour window from arrival at the lab. The result will come in an email to the patient with a PDF confirmation (certificate) from the laboratory used for the test
- It is quick and easily administered by a health professional. Results will be Positive or Negative (i.e. do I have Corona virus or not)

What do I do if my PCR test is positive for Covid-19?

If the result is positive, then you must follow [NHS guidelines](#)

How is a PCR test performed?

The PCR test is done by taking a saliva sample with a swab from the nasal passage and throat. You will feel a little discomfort to achieve the necessary sample. The sample is then sent to lab and results returned to your email.

Who will do the test?

We are proud to work with NHS trained Nurses and fully trained Healthcare workers to conduct the tests.

What do I need to prepare before the test?

Not much! Please bring a valid photo ID, we recommend a driving licence or passport, and your confirmation number to show when you arrive at the site.

HOMES TESTING PCR KITS:

When do I take the test?

All customers purchasing home testing kits must use their own judgement about the best date to purchase, carry out and request courier pick up to send to the Lab. The company cannot take responsibility for any test timelines and associated outcomes affecting travel. The company can provide no absolute guarantee as to when you will receive your result.

What does the PCR COVID 19 test involve?

The COVID-19 PCR test kit requires a sample to be collected and sent back to our accredited UK laboratory for testing. The test kit that we send you has full instructions that are easy to follow. It contains a sterile kit for collecting a sample. A courier will be sent to collect the package & take to the Lab.

Are delivery costs included in the PCR COVID 19 test prices?

All delivery charges are included in the test price. If you use a postal test, the kit comes with a courier paid packet for the return of your sample to the Lab.

If I test positive for Covid-19 antibodies will I be immune from future infection?

If your antibody test is positive it means you have had Covid-19 exposure sufficiently to make an antibody response to the virus. There is currently no scientific evidence confirming if the presence of antibodies correlates to immunity or how long the antibodies will last for. If your antibody test is negative, it means you have not been exposed sufficiently to make an antibody response or there has not been sufficient time for the body to make an antibody response. There is also a possibility that your body made an antibody response which has not been sustained and is therefore not detectable when it was tested for. Some patients with other underlying health conditions specifically related to their immune system may also not be able to mount a detectable or sustainable immune response and therefore may test negative.

Please note that some people may not develop IgG antibodies even after proven infection with Covid-19 and will therefore test negative. You may also have recently come into contact with someone who has the virus and have contracted the virus. This means you may not have developed antibodies yet.

How accurate are the tests?

The Rapid OnSite Antibody Test has shown:

97.1% sensitivity

97.8% specificity

The Lab-based Antibody Test has shown:

99% sensitivity

100% specificity

Sensitivity refers to how effectively a test can identify those who have a specific illness or disease. This is also known as the 'true positive rate.'

Specificity refers to how accurately a test can identify those who do not have a certain illness or disease. *Sources: According to the manufacturer*