

COVID-19 Testing & Treatment



A Resource Guide for Uninsured Philadelphians

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I. A Note on Immigration Status and Accessing Medical Care During COVID-19

The City of Philadelphia's Office of Immigrant Affairs published the following guidance: [Citizenship status and medical access during COVID-19. What you need to know](#). Please reference this resource for information on privacy of personal information when seeking medical care related to COVID-19, language access and public charge rules. Per [USCIS' announcement](#), public charge rules do NOT apply to people obtaining COVID-19 testing or treatment.

See the following section of this guide, *Coverage of the Cost of COVID-19 Testing & Treatment-Related Services*, for information about [Emergency Medical Assistance](#) (EMA). Undocumented immigrants who meet EMA's eligibility criteria may apply for it in treating qualifying emergency medical conditions, including COVID-19 testing and treatment-related services.

COVID-19 test sites often request that the patient show identification (ID) for the purpose of accurate record-keeping and matching of test results, but forms of ID other than a driver's license are acceptable (such as the municipal [PHL City ID](#)) and will not be shared outside of the clinic or test site. As the city's guidance (cited above) states, "If you do not have a photo ID, you can say, 'I am in need of medical care but do not have a photo ID'" without commenting on your immigration status. When possible, the notes on the test sites included in this guide specify whether the test site asks the patient to show ID or not.

See section IV of this guide, *COVID-19 Treatment-Related Information*, for information on contact tracing and related privacy concerns. In sum, contact tracing is a secure and confidential process, and individuals should not avoid COVID-19 testing because of privacy concerns related to contact tracing. Participation in contact tracing is also voluntary. A contact tracer will never ask for sensitive information such as immigration status or social security number. The information shared with contact tracers is confidential and will never be released to any law enforcement agency, including ICE. Participants may verify the legitimacy of the contact tracer's call via the methods described in section IV of this guide.

II. Coverage of the Cost of COVID-19 Testing & Treatment-Related Services for Uninsured Patients

Emergency Medical Assistance (EMA) covers COVID-19 testing and treatment-related services and is available to any immigrant regardless of status so long as they meet the EMA requirements (see below). This section provides an overview of what EMA is, who is eligible for it, and how to apply for it.

An immigrant must either be “lawfully present” or in a “qualified” status to be eligible for Medical Assistance. However, Emergency Medical Assistance (EMA) is available to **any immigrant regardless of immigration status**, so long as they meet the EMA requirements discussed below. This includes undocumented immigrants and qualified immigrants who fall into the [Five-Year Bar](#). (See [Key Facts: Immigrant Eligibility for Health Insurance Affordability Programs](#) for definitions of the terms included in this paragraph.)

EMA is not a separate category of MA, but rather a way around the immigration status requirements for MA eligibility (see [MA Eligibility Handbook](#) for more information on these requirements). EMA is essentially a temporary enrollment into the MA program for a short time to treat a specific medical problem, including COVID-19, known as an “Emergency Medical Condition” (EMC). After treatment for the EMC is complete, the enrollment ends. To qualify for EMA, an immigrant must meet all requirements of MA eligibility (PA residency, category, and income/resource limits) and have an EMC.

An emergency medical condition is a medical condition with acute symptoms of such severity, including severe pain, that without immediate attention, the result may be:

- The patient’s health is in serious jeopardy;
- The patient may suffer serious impairment to bodily functions; **or**
- The patient may suffer serious dysfunction of any body organ or part.

An EMC may or may not require an Emergency Room visit, and a hospitalization is not required. To apply for EMA, there is no separate application; an immigrant can apply for EMA using the standard application form (PA600HC) or by applying online via COMPASS. Because applying for EMA entails obtaining and submitting a lot of supporting medical documentation to stand up to the medical review process, advocates are encouraged to provide hands-on application assistance wherever possible. Additionally, EMA applicants are **not** required to provide the following on their EMA application:

- Disclosure of immigration status or lack thereof (while certainly you may not provide false information, it is fine to write “EMA only” or “Non-qualified status” if prompted);

- Signature of citizenship declaration;
- Verification of immigration status; and/or
- Social Security number.

In Pennsylvania, **no one should be denied MA for COVID-19 testing, diagnosis, or treatment because of their immigration status.** COVID-19 is a recognized Emergency Medical Condition; therefore, Emergency Medical Assistance (EMA) will be available for coverage of COVID-19 testing, diagnosis, and treatment for those who otherwise qualify for EMA. Moreover, using MA for COVID-19 testing, diagnosis, and treatment creates **no public charge risk.** As has always been the case under the new public charge rule, the very large majority of people who are eligible for MA can receive and use benefits without any public charge risk. In addition, US Citizen and Immigration Services [recently announced](#) that COVID-19 testing, diagnosis, and treatment will not be considered during public charge tests, even if MA is used to access these services.

Additionally, health care providers can submit claims for COVID-19-related treatment for the uninsured to the Health Resources & Services Administration (for more information, visit the HRSA website's [COVID-19 Claims Reimbursement](#) page). If you think you have COVID-19, *do not delay seeking treatment* because you fear incurring medical bills!

Individuals who believe they wrongfully received a bill or were unexpectedly billed for COVID-19 testing or treatment may call [PHLP's helpline](#) at 1-800-274-3258 (hours: Monday, Wednesday, & Friday 8am-8pm). Language Line is available for individuals in need of interpretation. PHLP can review your individual situation and offer you specific advice at no cost. Individual clients and advocates alike are welcome to call the helpline for advice.

III. Low-Barrier COVID-19 Test Sites in Philadelphia

The following COVID-19 test sites were selected for inclusion in this guide based on their accessibility to low-income individuals. All of these sites accept uninsured patients and offer free COVID-19 testing (though individuals should call the specific clinic for the latest information regarding cost and other details). None of these sites require a referral from a provider or internet access in order to complete an online questionnaire or video telehealth prior to testing. For a more comprehensive list of COVID-19 testing sites in Philadelphia County, visit the [City's test site map](#) and [mobile/pop-up community testing calendar](#).

For information on COVID-19 testing in Delaware and Montgomery Counties, visit [Delaware County's testing page](#) and [Montgomery County's testing page](#).

The information included in this section is subject to change. Please consider the below information as a point of reference instead of relying solely on these details. Call or visit the website of the site you are interested in if you need to confirm any information before getting tested. Note: the term “walk-in” refers to patients coming to the site for testing without a prior appointment. “Walk-up” refers to the test being given to individuals on foot, not in a car.

A. Mobile Testing

The Black Doctors COVID-19 Consortium

- No appointment, insurance, or ID needed. Testing is free. Walk-up and drive-thru options are both available. The Consortium is currently offering free flu vaccinations in addition to COVID-19 testing. Visit the following links to find out the locations of testing as they are updated.
- **Facebook:** [@BlackDoctorsCovid19Consortium](#)
- **Website:** <https://blackdoctorsconsortium.com/>

See the [City's mobile/pop-up community testing calendar](#) for additional mobile testing sites

B. South Philadelphia

Puentes de Salud

- **Call to schedule an appointment:** Appointments required. Call 215-454-8000 and leave a voicemail with your name, number, and your need. A Puentes staff member will return your call that day or the next business day to schedule testing. It is not necessary to show ID in order to be tested.
- **Languages access:** Clinic providers speak Spanish.
- **Location:** 1700 South Street Philadelphia, PA 19146
- **Testing hours:** Mondays and Thursdays, by appointment
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free for uninsured patients
- **Communication of results and follow-up:** A Puentes clinic provider will call to deliver test results and offer follow-up information over the phone.
- **Website:** <https://www.puentesdesalud.org/>

Philadelphia FIGHT + SEAMAAC at Mifflin Square Park

- **Call to schedule an appointment:** Testing is first come, first served; appointments not needed. Children ages one and over may be tested. If you have questions, visit [Philadelphia FIGHT's Testing FAQs page](#). For additional questions, call 267-436-3126 or email covidtesting@fight.org. In order to reach SEAMAAC, call their main line at 215-467-0690 and request to speak to someone about COVID-19 testing. Upon arriving at the site, individuals will complete a brief health intake. It is not a requirement to show ID in order to be tested.
- **Language access:** Spanish-speaking staff are on site, and a telephone interpretation service is available for other language needs. Additionally, volunteer interpreters from SEAMAAC may be available by phone to provide interpretation in Vietnamese, Mandarin, Nepali, Khmer, and Burmese.
- **Location:** Mifflin Square Park, 500 Wolf St, Philadelphia, PA 19148
- **Testing hours:** Thursdays 11:00am-1:00pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free
- **Communication of results and follow-up:** During the brief health intake that takes place on site before testing, patients will be asked how they would like to receive their results. They can opt to receive a text message, a phone call, or a letter (which they may pick up at the testing site the following week). In the case of a positive test result, a provider from Philadelphia FIGHT will call to deliver the result and counsel the patient on their next steps (including helping connect them to an isolation site offered by the city if needed). Test results are available on average 3-6 days after testing.

- **Website:** <https://fight.org/covid-19-community-testing-sites-schedule/>

Greater Philadelphia Health Action - Carl Moore Health Center (Southwest)

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. It is not necessary to be symptomatic in order to be tested.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used.
- **Location:** 1401 S. 31st Street Philadelphia, PA 19146
- **Testing hours:** Mondays 10-11:30am and Fridays 3-4:30pm
- **Drive-thru or walk-up:** Drive-thru
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening as well as test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test results is also sent in the mail. The clinic is also accepting new patients (including uninsured individuals) in need of primary care.
- **Website:** <https://www.gphainc.org/>

Greater Philadelphia Health Action - Southeast Health Center

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. It is not necessary to be symptomatic in order to be tested.
- **Languages access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used.
- **Location:** 800 Washington Avenue Philadelphia, PA 19147
- **Testing hours:** Tuesdays 3-4:30pm and Thursdays 3-4:30pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening as well as test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test

results is also sent in the mail. The clinic is also accepting new patients (including uninsured individuals) in need of primary care.

- **Website:** <https://www.gphainc.org/>

C. West Philadelphia

Sayre Health Center

- **Call to schedule an appointment:** Appointments may be taken but are not required; walk-ins are also accepted. Call 215-474-4444 and press 2 to register for testing (there is an automated call menu in English). Asymptomatic patients may be tested, and no prior screening is required. Pediatric testing is available for children ages 4+. Patients should bring ID if they have it, though they will not be turned away if not.
- **Language access:** Limited access to telephone interpretation is available.
- **Location:** 227 S. 59th Street Philadelphia, PA 19139
- **Testing hours:** Mondays-Fridays 9:00am-12:30pm and 1:00pm-3:30pm
- **Drive-thru or walk-up:** Walk-up and drive-thru
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the test is free.
- **Communication of results and follow-up:** Negative test results will be communicated via text message to the phone number provided at registration. If a patient shares their phone number with someone, the test result will not have a name on it to protect the patient's privacy. The patient will need to respond to the text message received stating the names of the individuals who share the number. The patient will then receive a text confirming who it was sent to. Positive results will be communicated via phone by a member of Sayre's clinical team. During the phone call, the patient should expect a brief medical intake to collect additional clinical information. The patient will also receive recommendations regarding self-quarantine, self-care, and how to care for others. Sayre is accepting new uninsured patients for primary care on a sliding-scale basis.
- **Website:** <https://www.sayrehealth.org/>

Jefferson Health at Richard Allen Preparatory Charter School

- **Call to schedule an appointment:** Appointments are recommended but not required, as walk-ins are also accepted. Call 833-533-3463 to schedule testing ahead of time. Symptomatic patients are prioritized for testing. Bring ID and insurance information if you have it.
- **Language access:** Unknown

- **Location:** Richard Allen Preparatory Charter School parking lot, 5701 Lindbergh Blvd., Philadelphia, PA 19143
- **Testing hours:** Wednesdays 11:00am-7:00pm & Fridays 8:00am-4:00pm
- **Drive-thru or walk-up:** Walk-up and drive-thru
- **Cost:** Testing is at no cost and will be billed to your insurance, if you have it. Testing is free for uninsured patients.
- **Communication of results and follow-up:** All patients will receive follow-up communication about test results and infection-control practices. Positive patients will receive counseling on continued self-isolation measures, symptom monitoring, and referral to additional care and/or social services.
- **Website:** <https://hospitals.jefferson.edu/news/2020/09/covid-19-public-testing-site-jefferson-health.html>

Greater Philadelphia Health Action - Woodland Ave Health Center

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. It is not necessary to be symptomatic in order to be tested.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used.
- **Location:** 5000 Woodland Avenue Philadelphia, PA 19143
- **Testing hours:** Wednesdays 3-4:30pm and Saturdays when possible
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening as well as test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test results is also sent in the mail. The clinic is accepting new patients (including uninsured individuals) in need of primary care.
- **Website:** <https://www.gphainc.org/>

Spectrum Health Services

- **Call to schedule an appointment:** Appointments required. Call 215-471-2761 and press 1 and then 1 again to schedule an initial telehealth appointment with a Spectrum provider, at which point testing will be scheduled at the provider's discretion. Asymptomatic patients are eligible for testing.

- **Languages spoken:** A Spanish-speaking provider is on staff; phone interpretation is also available for appointments in the clinic.
- **Location:** 5201 Haverford Ave. Philadelphia, PA 19139
- **Testing hours:** Monday, Wednesday & Friday 9:30am-4:00pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For insured patients, the cost of the telehealth screening and test will be billed to the patient's insurance. For uninsured patients, the screening and test are free.
- **Communication of results and follow-up:** A follow-up appointment will be scheduled during the telehealth screening to take place after the test to allow a Spectrum provider to share test results with the patient and discuss next steps. If results arrive before the scheduled follow-up, Spectrum will call the patient to alert them of their results. The clinic is accepting new patients, and uninsured individuals pay for their care out of pocket on an income-based, sliding scale basis.
- **Website:** <https://www.spectrumhs.org/corona-virus/>

Philadelphia Department of Public Health – Health Center 3

- **Call to schedule an appointment:** Appointments required. Call 215-685-2933 to request testing. The patient's name and registration information will be taken, and a nurse will call the patient back for a brief screening over the phone. If testing criteria are met, an appointment will be scheduled for testing. Testing is only offered to Philadelphia residents who are symptomatic, have had exposure to someone who has tested positive for COVID-19 or is presumed to be positive, or has been in a high-risk group situation. Pediatric testing is available from ages 7 and up. ID is requested, though patients will not be turned away for lack of ID.
- **Language access:** Translation via a telephone interpretation service is available upon request when making an appointment. Spanish-speaking providers may also be available on-site.
- **Location:** 4219 Chester Ave Philadelphia, PA 19104
- **Testing hours:** Monday-Friday, 12-4pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Both the telehealth screening and test are free for uninsured patients. For patients with insurance, the cost of the screening and test are billed to their insurance and there is no co-pay.
- **Communication of results and follow-up:** Patients can elect to receive either a text message or voicemail (in English or Spanish) delivering their results along with a link to the CDC's website where the patient can get more information about what to do if positive or how to stay safe if negative. A Spanish-speaking COVID-19 Navigator is also

available for patient support. The clinic is accepting new uninsured patients in need of primary care (fees are sliding-scale and based on income).

- **Website:** <https://www.phila.gov/services/mental-physical-health/city-health-centers/>

D. Center City & Spring Garden

Project HOME – Hub of Hope

- **Call to schedule an appointment:** No appointments taken, walk-ins only. For questions, call 267-709-5590. You may have to wait in line as testing is first come, first served. Bring ID and insurance if you have it, though it is not necessary. Rapid testing and PCR testing are available.
- **Language access:** Spanish-speaking providers are available. Language Line is also used for additional language needs.
- **Location:** 1401 Arch Street Philadelphia, PA 19102
- **Testing hours:** Mondays, Tuesdays, Wednesdays, & Fridays 8am-2pm.
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For the insured (including individuals on Medicaid), the cost of the test will be billed to the individual's insurance; for individuals without insurance, the test is free.
- **Communication of results and follow-up:** Patients can return to the testing site to receive their results in person, or they can choose to receive a call from a provider. A provider will be available to counsel patients on follow-up care, such as obtaining a quarantine site.
- **Website:** <https://www.projecthome.org/hubofhope>

Public Health Management Corporation – Mary Howard Health Center for the Homeless

- **Call to schedule an appointment:** Appointments required. Call 215-765-6690 to schedule testing. A telehealth phone call with a provider is necessary before testing. It is not required to show ID in order to be tested. It is not necessary to have symptoms in order to be tested.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers are available, and a telephone interpretation line is also used.
- **Location:** 125 S. 9th St. Philadelphia, PA 19107
- **Testing hours:** Monday-Friday 8:30am-4pm
- **Drive-thru of walk-up:** Walk-up

- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, the telehealth screening and testing itself are free.
- **Communication of results and follow-up:** A provider will call to communicate results, which should be available 3-4 days after testing. Health Connection is accepting new uninsured patients in need of primary care (payment for care is on a sliding-scale basis).
- **Website:** <https://www.phmc.org/site/programs/health-care-centers/mary-howard>

Greater Philadelphia Health Action - Chinatown Medical Center

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. It is not necessary to be symptomatic in order to be tested.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used.
- **Location:** 432 N. 6th Street Philadelphia, PA 19123
- **Testing hours:** Tuesdays 3-4:30pm and Saturdays when possible
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening and test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test results is also sent in the mail. The clinic is also accepting new patients (including uninsured individuals) in need of primary care.
- **Website:** <https://www.gphainc.org/>

Fairmount Primary Care Center (Delaware Valley Community Health, Inc.)

- **Call to schedule an appointment:** Appointments required. Call 215-235-9600 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. Testing is available for anyone who requests it, regardless of whether they are symptomatic. Children of all ages may be tested. It is not required to show ID in order to be tested.
- **Language access:** Clinic providers speak Spanish.
- **Location:** 1412 Fairmount Avenue Philadelphia, PA 19130
- **Testing hours:** Monday, Wednesday & Friday 9:00-11:00am
- **Drive-thru or walk-up:** Walk-up

- **Cost:** Free. For insured patients, their insurance information will be collected as part of federal requirements and to ensure the patient doesn't get a bill. For uninsured patients, household size and family income information will be collected, but the test and telehealth screening are free.
- **Communication of results and follow-up:** Clinic provider will call to deliver test results and offer follow-up information over the phone. The clinic is also accepting new uninsured patients in need of primary care.
- **Website:** <https://dvch.org/locations/the-fairmount-primary-care-center/>

The Family Practice & Counseling Network: 11th Street Family Health Services

- **Call to schedule an appointment:** Call 215-769-1100 to schedule a testing appointment; walk-ins without an appointment are also accepted. No telehealth screening is required, and patients do not have to be symptomatic in order to receive testing. Pediatric testing (6 months and older) is available. ID is requested prior to testing, though patients will not be turned away for lack of ID.
- **Language access:** There is an automated menu in English, though a Spanish-speaking provider is available upon request. Press 2 to reach Primary Care and speak with a provider about testing.
- **Location:** 850 N. 11th Street Philadelphia, PA 19123
- **Testing hours:** Tuesdays 9am-12pm and 1-3pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Insurance is taken and patients will not receive any co-pay. For uninsured patients, testing is free.
- **Communication of results and follow-up:** A clinic provider will call the patient to deliver test results, and in the case of a positive result will offer advice and follow-up as needed. This clinic is also taking new uninsured patients in need of primary care (payment is sliding-scale based on income, though patients will not be denied service for inability to pay).
- **Website:** <https://www.fpcn.com/coronavirus/> and [Facebook page](#) for updates on pop-up clinics offered by FPCN.

E. North Philadelphia

María de los Santos (Delaware Valley Community Health, Inc.)

- **Call to schedule an appointment:** Appointments required. Call 215-291-2500 to schedule an initial telehealth appointment, after which a testing appointment will be

scheduled. Testing is available for anyone who requests it, regardless of whether they are symptomatic. Children of all ages may be tested. It is not required to show ID in order to be tested.

- **Language access:** Clinic providers speak Spanish.
- **Location:** 401 West Allegheny Avenue Philadelphia, PA 19133
- **Testing hours:** Mondays, Wednesdays & Fridays 9-11am
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free. For insured patients, their insurance information will be collected as part of federal requirements and to ensure the patient doesn't get a bill. For uninsured patients, household size and family income information will be collected, but the test and telehealth screening are free.
- **Communication of results and follow-up:** A clinic provider will call to deliver test results and offer follow-up information over the phone. The clinic is also accepting new uninsured patients in need of primary care.
- **Website:** <https://dvch.org/locations/maria-de-los-santos-health-center/>

Esperanza Health Center

- **Call to schedule an appointment:** Appointments required. Call (215) 807-8620 (the automated call menu is available in Spanish) to schedule an appointment. Patients will speak to someone on Esperanza's team who will assess their need for testing and schedule an appointment. This will not be a telehealth visit. Symptomatic patients and asymptomatic patients who have had exposure are eligible for testing. Pediatric testing is available with parent/legal guardian permission. Patients should bring insurance and ID to their appointment if they have it, though patients without it are accepted.
- **Language access:** Clinic providers speak Spanish.
- **Location:** 4417 N. 6th Street Philadelphia, PA 19140
- **Testing hours:** Monday-Friday, 1:15-4:15pm
- **Drive-thru or walk-up:** Drive-thru
- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, testing is free.
- **Communication of results and follow-up:** All negative results are now being shared with patients by text, unless the patient does not want to receive a text with their results. All patients with positive results will receive a call from the Esperanza team and advice will be given regarding next steps. Anyone who is interested in becoming a patient of Esperanza's can do so. Information on the insurances Esperanza accepts as well as on their Uninsured Patient Program is available on their [website](https://esperanzahealth.com/covid-19-information/). To become a new patient, please call 215-302-3600.
- **Website:** <https://esperanzahealth.com/covid-19-information/>

Esperanza Health Center at Rock Ministries

- **Call to schedule an appointment:** Testing is walk-in only, no appointment needed. For questions, call 215-807-8620 (the automated call menu is available in Spanish). Pediatric testing is available with parent/legal guardian permission. Symptomatic patients as well as asymptomatic patients who have had exposure are eligible for testing. Patients should bring insurance and ID if they have it, though patients without it are accepted.
- **Language access:** Clinic providers speak Spanish.
- **Location:** 2755 Kensington Ave, Philadelphia, PA 19134
- **Testing hours:** Monday, Tuesday & Thursday 9:00-11:00am
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, testing is free.
- **Communication of results and follow-up:** All negative results are now being shared with patients by text, unless the patient does not want to receive a text with their results. All patients with positive results will receive a call from the Esperanza team and advice will be given regarding next steps. Anyone who is interested in becoming a patient of Esperanza's can do so. Information on the insurances Esperanza accepts as well as on their Uninsured Patient Program is available on their [website](#). To become a new patient, please call 215-302-3600.
- **Website:** <https://esperanzahealth.com/covid-19-information/>

Philadelphia FIGHT + ODAAT at Murrell Dobbins Technical High School

- **Call to schedule an appointment:** Testing is first come, first served; no appointment needed. If you have questions, visit [Philadelphia FIGHT's Testing FAQs page](#). For additional questions, call 267-436-3126 or email covidtesting@fight.org. Upon arriving at the site, individuals will complete a brief health intake. It is not a requirement to show ID in order to be tested.
- **Language access:** Spanish-speaking staff are on site, and a telephone interpretation service is available for other language needs.
- **Location:** 2150 W. Lehigh Ave Philadelphia, PA 19132
- **Testing hours:** Tuesdays 11:00am-1:00pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free
- **Communication of results and follow-up:** During the brief health intake that takes place on site before testing, patients will be asked how they would like to receive their results. They can opt to receive a text message, a phone call, or a letter (which they

may pick up at the testing site the following week). In the case of a positive test result, a provider from Philadelphia FIGHT will call to deliver the result and counsel the patient on their next steps (including helping connect them to an isolation site offered by the city if needed). Test results are available on average 3-6 days after testing.

- **Website:** <https://fight.org/covid-19-community-testing-sites-schedule/>

Fairmount Primary Care Center at Girard (Delaware Valley Community Health, Inc.)

- **Call to schedule an appointment:** Appointments required. Call 215-827-8010 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. Testing is available for anyone who requests it, regardless of whether they are symptomatic. Children of all ages may be tested. It is not required to show ID in order to be tested.
- **Language access:** Clinic providers speak Spanish.
- **Location:** 801 West Girard Avenue Philadelphia, PA 19122
- **Testing hours:** Monday, Wednesday & Friday 9:30-11:30am
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free. For insured patients, their insurance information will be collected as part of federal requirements and to ensure the patient doesn't get a bill. For uninsured patients, household size and family income information will be collected, but the test and telehealth screening are free.
- **Communication of results and follow-up:** A clinic provider will call to deliver test results and offer follow-up information over the phone. The clinic is also accepting new uninsured patients in need of primary care.
- **Website:** <https://dvch.org/locations/fairmount-primary-care-center-at-girard-medical-center/>

Philadelphia FIGHT + The Simple Way

- **Call to schedule an appointment:** Testing is first-come, first-served; no appointment needed. If you have questions, visit [Philadelphia FIGHT's Testing FAQs page](#). For additional questions, call 267-436-3126 or email covidtesting@fight.org. Upon arriving at the site, individuals will complete a brief health intake. It is not a requirement to show ID in order to be tested.
- **Language access:** Spanish-speaking staff are on site, and a telephone interpretation service is available for other language needs.
- **Location:** 3234 Potter Street Philadelphia, PA 19134
- **Testing hours:** *Every other* Monday, 1:00-3:00pm (see [this calendar](#) for which Mondays)

- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free
- **Communication of results and follow-up:** During the brief health intake that takes place on site before testing, patients will be asked how they would like to receive their results. They can opt to receive a text message, a phone call, or a letter. In the case of a positive test result, a provider from Philadelphia FIGHT will call to deliver the result and counsel the patient on their next steps (including helping connect them to an isolation site offered by the city if needed). Test results are available on average 3-6 days after testing.
- **Website:** <https://fight.org/covid-19-community-testing-sites-schedule/>

Greater Philadelphia Health Action - Hunting Park Health Center

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled. It is not necessary to be symptomatic in order to be tested.
- **Languages access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used.
- **Location:** 1999 W. Hunting Park Avenue Philadelphia, PA 19140
- **Testing hours:** Tuesdays 10-11:30am and Thursdays 10-11:30am
- **Drive-thru or walk-up:** Drive-thru
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening and test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test results is also sent in the mail. The clinic is also accepting new patients (including uninsured individuals) in need of primary care.
- **Website:** <https://www.gphainc.org/>

Greater Philadelphia Health Action - Frankford Ave Health Center

- **Call to schedule an appointment:** Appointments required. Call (215) 271-4286 to schedule an initial telehealth appointment, after which a testing appointment will be scheduled.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers may be available, and a telephone interpretation line is also used. It is not necessary to be symptomatic in order to be tested.

- **Location:** 4500-10 Frankford Avenue Philadelphia, PA 19124
- **Testing hours:** Mondays 3-4:30pm and Wednesdays 10-11:30am
- **Drive-thru or walk-up:** Walk-up
- **Cost:** For insured individuals, the test is billed to the individual's insurance and there is no co-pay. For uninsured individuals, the telehealth screening as well as test are free.
- **Communication of results and follow-up:** A clinic provider calls to deliver results and provide information on follow-up care if needed, and a letter communicating test results is also sent in the mail. The clinic is also accepting new patients (including uninsured individuals) in need of primary care.
- **Website:** <https://www.gphainc.org/>

Einstein Medical Center Philadelphia Community Testing Site

- **Call to schedule an appointment:** Appointments required. Call 1-800-346-7834 and press 5 to make an appointment for testing (there is an automated call menu in English). No telehealth screening before testing is required, though it is available for patients who would like to consult a provider before testing. Patients must reside in Philadelphia County. Pediatric testing is available. It is not necessary to show ID in order to be tested.
- **Language access:** Interpretation is available via a phone translation service upon request.
- **Location:** 5583 Park Ave Philadelphia, PA 19141
- **Testing hours:** Monday, Wednesday, & Thursday: 7am - 8pm Saturday: 9am - 5pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free; no insurance necessary.
- **Communication of results and follow-up:** A provider calls to deliver test results, or the patient can opt to have results emailed to them. Results are usually available 48 hours after testing.
- **Website:** <https://www.einstein.edu/covid19testing>

The Family Practice & Counseling Network: Abbottsford Falls

- **Call to schedule an appointment:** Appointments required. Call 215-843-9720 to schedule a testing appointment. No telehealth screening is required, and patients do not have to be symptomatic in order to receive testing. Pediatric testing (6 months and older) is available. ID is requested prior to testing, though patients will not be turned away for lack of ID.
- **Language access:** There is an automated menu in English, though a Spanish-speaking provider is available upon request. Press 2 to reach Primary Care and speak with a provider about scheduling testing.

- **Location:** 4700 Wissahickon Ave, Suite 119 Philadelphia PA 19144
- **Testing hours:** Mondays 8:40am-12pm, Wednesdays 8:40am-12pm and 1-3:30pm, and Fridays 8:40am-12pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Insurance is taken and patients will not receive any co-pay. For uninsured patients, testing is free.
- **Communication of results and follow-up:** A clinic provider will call the patient to deliver test results, and in the case of a positive test will offer advice and follow-up as needed. This clinic is also taking new uninsured patients in need of primary care (payment is on a sliding scale based on income, though patients will not be denied service for inability to pay).
- **Website:** <https://www.fpcn.com/coronavirus/> and [Facebook page](#) for updates on pop-up clinics offered by FPCN.

Philadelphia Department of Public Health – Health Center 5: Berks Street Annex

- **Call to schedule an appointment:** Appointments required. Call 215-685-2933 to request testing. The patient’s name and registration information will be taken, and a nurse will call the patient back for a brief screening over the phone. If testing criteria are met, an appointment will be scheduled for testing. Testing is only offered to Philadelphia residents who are symptomatic, have had exposure to someone who has tested positive for COVID-19 or is presumed to be positive, or has been in a high-risk group situation. Pediatric testing is available from ages 7 and up. ID is requested, though patients will not be turned away for lack of ID.
- **Language access:** Translation via a telephone interpretation service is available upon request when making an appointment. Spanish-speaking providers may also be available.
- **Location:** 2001 W. Berks Street Philadelphia, PA 19121
- **Testing hours:** Monday-Friday, 12-4pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Both the telehealth screening and test are free for uninsured patients. For patients with insurance, the cost of the screening and test are billed to their insurance and there is no co-pay.
- **Communication of results and follow-up:** Patients can elect to receive either a text message or voicemail (in English or Spanish) delivering their results along with a link to the CDC’s website where the patient can get more information about what to do if positive or how to stay safe if negative. A Spanish-speaking COVID-19 Navigator is also available for patient support. The clinic is accepting new uninsured patients in need of primary care (fees are sliding-scale and based on income).

- **Website:** <https://www.phila.gov/services/mental-physical-health/city-health-centers/>

Public Health Management Corporation – Congreso Health Center

- **Call to schedule an appointment:** Appointments required. Call 267-765-2272 to schedule testing. A telehealth phone call with a provider is necessary before testing. It is not required to show ID in order to be tested. It is not necessary to have symptoms in order to be tested.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers are available, and a telephone interpretation line is also used.
- **Location:** 412 West Lehigh Avenue Philadelphia, PA 19133
- **Testing hours:** Monday-Friday 8:30am-4pm
- **Drive-thru of walk-up:** Walk-up
- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, the telehealth screening and test are free.
- **Communication of results and follow-up:** A provider will call to communicate results, which should be available 3-4 days after testing. Health Connection is accepting new uninsured patients in need of primary care (payment for care is on a sliding-scale basis).
- **Website:** <https://www.phmc.org/site/programs/health-care-centers/congreso-health-center>

Public Health Management Corporation – Health Connection

- **Call to schedule an appointment:** Appointments required. Call 215-765-6690 to schedule testing. A telehealth phone call with a provider is necessary before testing. It is not required to show ID in order to be tested. It is not necessary to have symptoms in order to be tested. Pediatric testing is available.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers are available, and a telephone interpretation line is also used.
- **Location:** 1900 North 9th Street Suite 104 Philadelphia, PA 19122
- **Testing hours:** Monday-Friday 8:30am-4pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, there is a sliding-scale fee based on income. Patients will not be turned away based on inability to pay.

- **Communication of results and follow-up:** A provider will call to communicate results, which should be available 3-4 days after testing. Health Connection is accepting new uninsured patients in need of primary care (payment for care is on a sliding-scale basis).
- **Website:** <https://www.phmc.org/site/programs/health-care-centers/phmc-health-connection>

Public Health Management Corporation – Rising Sun

- **Call to schedule an appointment:** Appointments required. Call 215-279-9666 to schedule testing. A telehealth phone call with a provider is necessary before testing. It is not required to show ID in order to be tested. It is not necessary to have symptoms in order to be tested. Pediatric testing is available.
- **Language access:** The automated menu individuals hear when calling is available in Spanish. Spanish-speaking providers are available, and a telephone interpretation line is also used.
- **Location:** 5675 North Front Street Philadelphia, PA 19120
- **Testing hours:** Monday-Friday 8:30am-3:30pm
- **Drive-thru of walk-up:** Walk-up
- **Cost:** Insurance is taken and there is no co-pay; for uninsured patients, the telehealth screening and test are free.
- **Communication of results and follow-up:** A provider will call to communicate results, which should be available 3-7 days after testing. Rising Sun is accepting new uninsured patients in need of primary care (payment for care is on a sliding-scale basis).
- **Website:** <https://www.phmc.org/site/programs/health-care-centers/rising-sun>

Jefferson Health at St. Raymond of Penafort Church

- **Call to schedule an appointment:** Appointments are recommended but not required, as walk-ins are also accepted. Call 833-533-3463 to schedule testing ahead of time. Symptomatic patients are prioritized for testing. Bring ID and insurance information if you have it.
- **Language access:** Unknown
- **Location:** St. Raymond of Penafort Church school parking lot, 7940 Williams Ave., Philadelphia PA 19150
- **Testing hours:** Thursdays 11:00am-7:00pm, an Saturdays 8:00am-4:00pm
- **Drive-thru of walk-up:** Walk-up and drive-thru

- **Cost:** Testing is at no cost and will be billed to your insurance, if you have it. Testing is free for uninsured patients.
- **Communication of results and follow-up:** All patients will receive follow-up communication about test results and infection-control practices. Positive patients will receive counseling on continued self-isolation measures, symptom monitoring, and referral to additional care and/or social services.
- **Website:** <https://hospitals.jefferson.edu/news/2020/09/covid-19-public-testing-site-jefferson-health.html>

Philadelphia FIGHT + Norris Square Community Alliance

- **Call to schedule an appointment:** Testing is first come, first served; no appointment needed. Children ages one and over may be tested. If you have questions, visit [Philadelphia FIGHT's Testing FAQs page](#). For additional questions, call 267-436-3126 or email covidtesting@fight.org. Upon arriving at the site, individuals will complete a brief health intake. It is not a requirement to show ID in order to be tested.
- **Language access:** Spanish-speaking staff are on site, and a telephone interpretation service is available for other language needs.
- **Location:** 174 Diamond Street Philadelphia, PA 19122. Look for the parking lot behind the Norris Square Community Alliance building.
- **Testing hours:** Wednesdays 11:00am-1:00pm
- **Drive-thru or walk-up:** Walk-up
- **Cost:** Free
- **Communication of results and follow-up:** During the brief health intake that takes place on site before testing, patients will be asked how they would like to receive their results. They can opt to receive a text message, a phone call, or a letter (which they may pick up at the testing site the following week). In the case of a positive test result, a provider from Philadelphia FIGHT will call to deliver the result and counsel the patient on their next steps (including helping connect them to an isolation site offered by the city if needed). Test results are available (on average) 3-6 days after testing.
- **Website:** <https://fight.org/covid-19-community-testing-sites-schedule/>

IV. COVID-19 Treatment-Related Information



The information in this section was contributed by the Philadelphia Department of Public Health.

A. Health Guidance

- What should I do if I live with someone waiting for a COVID-19 test result?
 - Regardless of test results, all individuals should wear face coverings, maintain social distancing, and practice good hand hygiene while waiting for the results of a test.
 - We recommend sick or infected individuals with a positive test separate from those who are not infected. If that is not possible within a household (such as parents, caregivers, roommates), all household members should wear face coverings at home during the isolation period to prevent the spread of COVID-19.
 - Disinfect high-touch surfaces often and then wash your hands.
 - High-touch surfaces include: tables, doorknobs, light switches, countertops, handles, phones, keyboards, toilets, faucets, sinks, etc.
- You should get tested for COVID-19 if:
 - You have been exposed (within 6 feet for 15 minutes or more) to someone with COVID-19 (wait until 7 days after exposure to ensure test accuracy) OR
 - You have symptoms of COVID-19:
 - At least ONE of the following: new or persistent cough, shortness of breath, new loss of sense of smell/taste; OR
 - At least TWO of the following: fever, chills, muscle pain, headache, sore throat, nausea/vomiting, diarrhea, fatigue, congestion/runny nose.
 - Remember, it is possible to have COVID-19 and not feel sick, but you can still spread the virus to other people. Wear a mask and be safe.
 - More Information:
 - *How COVID-19 Spreads* in [4+ languages](#)
 - *How Much Do You Know About COVID-19?* In [English](#) and [Spanish](#)
 - *When and How to Use a Mask* in [English](#) and [Spanish](#)
 - *The Safety Checklist* in [6 languages](#)

- You should stay in isolation* if:
 - You tested positive for COVID-19 in the past 10 days and your symptoms began fewer than 10 days ago; OR
 - You develop new onset of fever, cough, shortness of breath, or new loss of taste or smell AND are waiting for test results.
 - *Isolation means stay in a separate room from others, use a separate bathroom, avoid contact with other household members and pets, and do not share personal items, including utensils, cups, and towels.
 - You can be around others (end isolation) after at least 10 days since you first had symptoms AND it's been at least 24 hours with no fever without fever-reducing medication AND symptoms have improved.
- You should stay in quarantine** (other than to get tested) if:
 - You were exposed (within 6 feet for 15 minutes or more) to a person who tested positive for COVID-19.
 - **Quarantine means to stay home for 14 days after your last contact with someone who has COVID-19, watch for symptoms like fever, cough, shortness of breath, or new loss of taste or smell, and stay away from others as much as possible.
- More Information:
 - *Home Care Instructions for COVID-19* – [English](#) and [Spanish](#)
 - *Recommendations for Household Members Awaiting Test Results* – [English](#)

B. Contact tracing

- Contact tracing involves identifying people who have an infectious disease and their “contacts” (people who may have been exposed) and working with them to stop the spread of the disease.
- Contact tracing helps the Philadelphia Department of Health learn how the virus may be spreading in the city and helps protect you, your family, and our community.
- How Contact Tracing works:
 - 1) The Health Department will contact a person who has tested positive. All testing labs are required to report this information.
 - 2) The trained Case Investigator will help the person make a plan to isolate themselves (stay away from others) and keep an eye on their symptoms.
 - 3) The Case Investigator will ask for the names and contact information of anyone the person with COVID-19 has had close contact with recently.

- 4) A Contact Tracer will contact each of these “contacts” to tell them they may have been exposed to COVID-19. The Contact Tracer is **not permitted to reveal** who provided their name; that information is private.
- 5) The Contact Tracer will tell the “contact” that they need to quarantine, or stay at home away from others, for 14 days (two weeks). The contact tracer will stay in touch with them every day during that time to check on their symptoms.
- What you tell the Health Department is confidential. The health department will never tell a contact who gave us their information.
- A health department contact tracer will:
 - Call from a 215-218-xxxx number
 - Never ask about immigration status or for credit card or social security numbers
 - Be able to send you an email from a phila.gov address
- If you tested positive and haven’t heard from the Health Department within 48 hours, please call 215-685-5455 to report it and update contact information.
- More information:
 - *Answer the Call: Contact Tracing in Philadelphia* in [English/Spanish](#)

C. Useful Links from PDPH

- [Frequently Asked Questions](#) about COVID-19
- COVID-19 Resources in [Spanish](#)
- [Reopening Guidance](#) on safety as businesses, services and activities restart

D. Greater Philadelphia COVID-19 Hotline: (800) 722-7112

- Call to speak with a healthcare provider for any non-urgent COVID-19 questions or for questions about Philadelphia area COVID-19 health care services.
- Interpretation is available if you ask.

V. Employment Concerns Related to COVID-19



The information in this section was written through training by and support from staff from the Philadelphia Department of Labor.

Most workers are eligible to use paid sick leave for certain COVID-19 reasons. Below is an overview of Philadelphia’s paid sick leave law as well as additional protections for workers under COVID-19. For more complete information, visit the [Philadelphia Department of Labor’s website](#).

- A. Philadelphia’s “Promoting Healthy Families & Workplaces” Law (signed 2019) is also known as Philadelphia’s paid sick leave law.
 - Eligibility for paid sick leave under this law:
 - Employees who work 40 hours or more a year within Philadelphia city limits may be eligible for paid sick leave under this law.
 - Paid sick time is considered time off work compensated at the same hourly rate with the same benefits as the employee normally earns at time of use.
 - The following categories of workers are not eligible for paid sick leave under this law:
 - Independent contractors
 - Seasonal employees
 - Adjunct professors
 - Interns or temp workers
 - Pool or per diem
 - State, federal or union employees
 - All workers in Philadelphia who otherwise meet the criteria for paid sick leave are eligible for it **regardless of their immigration status**. Paid sick time money comes from the employer, not from the government; therefore, public charge rules do not apply to it.
 - Accrual of sick time:
 - Employers with ten or more employees must award one hour of sick leave per 40 hours worked. Unused hours roll over or are frontloaded.
 - After 90 days of employment, an employee can begin to use paid sick time. During the first 90 days of employment, an individual can accrue up to 12 hours of paid sick leave benefit.
 - However, you may qualify for certain COVID-19 paid sick leave requirements. See below.

- Paid sick leave can be used for one of the following reasons:
 - Sickness, health issues, or preventative care (such as a doctor’s appointment)
 - Care for self or family member
 - Domestic abuse
 - Sexual assault
 - During the COVID-19 pandemic, paid sick leave may be used for COVID-19 related business closures, childcare closures, quarantine – and must be provided before being furloughed or fired.
- Use of sick time:
 - An employee obtains their paid sick time by directly requesting it from their employer, as the employer is the one who pays for paid sick leave. It is recommended to request paid sick time in writing for the purpose of documentation, or if you request it in person to keep written documentation of your request, including the date.
 - Accrued sick time should be provided upon oral or written request of employee as soon as reasonably possible.
 - If the employer denies the employee paid sick leave, or if the employee experiences other violations of this law, the employee may file a complaint with the Philadelphia Department of Labor within one year of the incident.
 - In order to file a complaint, fill out and sign the [sick leave violation complaint form](#). Of note, **the complaint form does not request any sensitive information such as social security number or immigration status.**
 - Forms can be emailed to paidsickleave@phila.gov or mailed to:
 - Office of Benefits and Wage Compliance
1515 Arch St., 11th Floor
Philadelphia, PA 19102
 - If you have any questions or comments, you can email paidsickleave@phila.gov or call the Office of Benefits and Wage Compliance at (215) 686-0802. There are staff members who speak a variety of non-English languages available to work with individuals who need assistance filing a complaint.
- Retaliation is illegal. This law protects employees from “retaliatory personnel action or discrimination against an employee.”
 - In addition, the new law, [Employee Protections in Connection with COVID-19 Emergency Health Order](#) (signed June 2020), prohibits Philadelphia employers from taking any adverse employment action on employees who believe there is a violation of a COVID-19 public health order at work.

- Reference the Philadelphia Department of Labor’s guide on how to [File a COVID-19 retaliation complaint against an employer](#) to learn about the legal protections for employees who notify employers of a suspected violation of a COVID-19 public health order at work or who report a violation to the Philadelphia Department of Labor.
- If you believe you have experienced a violation of this law, you can file a complaint by filling out and signing the [COVID-19 protection from retaliation complaint form](#). You can send your completed form to COVID19WorkplaceProtections@phila.gov or mail it to:
 - Office of Benefits and Wage Compliance
100 S. Broad St., 4th Floor
Philadelphia, PA 19102
- If the employer has an existing policy which provides paid time off to employees (e.g. vacation time), it must be equal to or greater than this law. Vacation time is considered paid time off, so separately allocating paid sick time is not required as the paid time off is what the law stipulates, not that it need apply to vacation or sick leave purposes specifically.
- Requirements:
 - Employers must notify employees about their rights under this law.
 - Employers must provide sick time to employees according to this law.
 - Employers must keep records of sick time accrual and payment of sick time for two years.
 - Retaliation is prohibited.
- The employer must post notice of employees’ rights to paid sick leave in English and any language spoken by at least 5% of employees.
- Enforcement
 - The Philadelphia Department of Labor investigates every complaint.
 - The burden of proof is on the employer.
 - The Philadelphia Department of Labor handles all interactions during the investigation process.
 - 3rd party complaints and anonymous complaints are accepted. However, if the intended outcome of the complaint is to get paid, your name does have to be included.

B. COVID-19 Paid Sick Leave: New Protection for Workers

- The City’s paid sick leave law was amended with additional protections. Please reference [COVID-19 pandemic paid sick leave offers new protections for workers](#) for more complete information. Of note, almost all Philadelphia workers are covered under the COVID-19 pandemic paid sick leave requirements — even those paid in cash, including certain gig workers and domestic workers.
 - **Health Care Employee Pandemic Paid Sick Leave:**

- Health care employers are now required to provide certain care employees and pool employees with paid sick leave when they miss work and test positive for COVID-19. This includes hospitals, nursing homes, and home health providers.
- **Public Health Emergency Paid Sick Leave**
 - From September 17, 2020 through December 31, 2020, employers with 500 or more employees are required to provide up to 112 hours of public health emergency paid sick leave to employees who request it due to:
 - Care for self or family member showing symptoms of COVID-19.
 - Care for self or family member advised to self-quarantine by a health care provider.
 - Care for self or family during local quarantine.
 - Childcare closure.
 - In addition to the City’s pandemic paid sick leave requirements, the Families First Coronavirus Response Act (FFCRA) requires employers with 499 or less employees to provide up to 80 hours of paid sick leave for certain COVID-19 reasons. See the [FFCRA’s website](#) for additional information.

C. Where to Seek Support for Employment Issues

- Philadelphia Department of Labor
 - Employees and advocates, contact the Philadelphia Department of Labor office at (215) 686-0802 to file a complaint, ask questions, request training, and access other services. Language services are available.
 - Website: <https://www.phila.gov/departments/department-of-labor/>
 - Facebook: [@LaborPHL](#)
- Community Legal Services’ (CLS) Employment Unit
 - CLS provides free legal assistance to qualifying individuals. Call 215-981-3700 to request support. Spanish-speaking staff are available.
 - Website: <https://clsphila.org/services/employment/>
 - Facebook: [@clsphila](#)
- Justice at Work (JAW)
 - JAW provides free legal representation on employment-related issues to eligible individuals. Call 215-733-0878 to request support. Spanish-speaking staff are available.
 - Website: <https://www.justiceatworklegalaid.org/en-espa%C3%B1ol/>
 - Facebook: [@JusticeAtWorkPA](#)

This publication is intended to provide general legal information, not legal advice. Each person's situation is different. If you have questions about how the law applies to your particular situation, please call the Helpline at 1-800-274-3258.