



1. Where are your laboratories located?

Next Pathology has laboratories located in Johannesburg (Midrand & OR Tambo Airport), Cape Town and Durban.

2. Where are your testing sites?

Next Pathology has a testing site at OR Tambo International Airport, situated in the Intercontinental Hotel, specifically catered for travellers. Next Pathology also has multiple drive-through facilities around the country which your travellers can make use of for the 12-hour PCR Test and Antigen Test. Next Pathology testing Sites:

<https://nextbio.co.za/nextpath/#sites>

3. Are your Result Certificates accepted by the airlines?

Yes. Next Pathology is licensed by the Department of Health for the diagnostic testing of SARS COV-2 and is accepted by ALL airlines. Next Pathology issues both a Travel and Results Certificate. The Travel Certificate has a QR code for airlines to confirm the authenticity of the certificate.

4. What is the Trusted Traveller programme?

The African Union Commission and the Africa Centres for Disease Control and Prevention (Africa CDC) launched the Saving Lives, Economies and Livelihoods campaign to promote hassle-free travel across Africa while, at the same time, preventing cross-border spread of the COVID-19 infection.

There are several countries that participate in the programme with more to follow. It is important to ensure that you check whether travellers are travelling to a country that participates in the programme as a Unique TT (Trusted Traveller) code needs to be issued for that traveller.

Once results are issued the traveller receives the Unique TT code and must register their results on the system to verify authenticity.

For more information on the Trusted Traveller programme visit the African CDC website:
<https://africacdc.org/trusted-travel/>

5. Are you part of the Trusted Traveller programme?

Yes. Next Pathology was one of the first South African laboratories to participate in the pilot of the Trusted Traveller programme.

It is important to note that when a traveller is travelling to a country that participates in the Trusted Traveller Programme, they advise the person registering them, so that the certificate is registered with PanaBIOS through the API and the traveller's Unique TT code is issued.

6. What does your Concierge Service entail?

Our Concierge Service is also known as a nurse call-out or travelling nurse service. This service allows travellers to be tested in the comfort of their office, home or hotel, without having to go to a testing facility.

7. Please explain the different COVID-19 Tests, what they are for and their effectiveness.

PCR Test:

This is a laboratory-based test and considered the gold standard for the detection of COVID-19 due to its superior accuracy, sensitivity and specificity. The test detects genetic material from the SARS-CoV-2 virus in a nasal or throat swab sample. For some airlines, a nasal swab sample is mandatory.

Antigen Test:

This is a rapid, point-of-care test performed at the site of sampling. The antigen test detects proteins on the surface of the SARS-CoV-2 virus in a nasal swab sample. The test is not as sensitive as a PCR, and if an individual tests negative but is symptomatic, it is recommended that a confirmatory PCR test is done.

Antibody Test:

This is a rapid, point-of-care test performed at the site of sampling. The test evaluates whether an individual has developed an immunity (antibodies) against the SARS-CoV-2 virus, either from a past infection or vaccination, from a drop of blood by a finger-prick. This test is not used to diagnose a current infection.

8. What is a false negative or positive, and why does this happen?

A false negative test means that the test is resulted as negative, but the traveller is infected with SARS-COV-2. This can occur with the PCR test and Antigen test if the traveller is tested early in the infection. The traveller has the virus in their body, but the levels of virus are too low to be picked up by the test. The viral levels rise to detectable amounts only after 5-7 days after infection.

A false positive test means that the test is resulted as positive, but the traveller is not infected. This can occur for two reasons:

- The PCR test is very sensitive, and it can detect very small amounts of virus material. This means that the test can continue to detect fragments of virus even after one has recovered from COVID-19 and is no longer contagious. So, the traveller may continue to test positive if they've had COVID-19 in the distant past.
- A laboratory error has occurred during the testing process for a PCR test, or the antigen test is faulty.

A repeat, confirmatory PCR test should be done on a new specimen in such instances.

9. What happens if a traveller tests positive? Do they need to be retested?

No, the traveller does not need to be retested. They will be sent a message to say they need to isolate and consult a doctor immediately. If they do not have a doctor, Next Pathology can send them details of a telemedicine service that they can contact that can advise them accordingly. Managing COVID-19: https://nextbio.co.za/wp-content/uploads/2021/01/NextPath_ManagingCovid_20.01.2021.pdf

10. What is Next Pathology's turnaround time for COVID-19 testing?

We have various options available for travellers and pride ourselves in meeting and exceeding our clients' expectations in terms of our turnaround times. Next Pathology has various turnaround times for PCR testing; 2, 4, 12 and 24-hours.

11. What is the difference between a Rapid Antigen & Rapid PCR test? And why the price difference?

Rapid Antigen test: This is a point-of-care test performed at the site of sampling. This test is less sensitive than a PCR test and is accepted by a few ports of entry, but not the majority.

Rapid PCR test: Also referred to as a 'Swift PCR'. This is a laboratory-based test performed in a lab at the airport for travellers prior to boarding an international flight. This is a PCR test performed on instruments capable of producing a result in a significantly faster turnaround time than that of a standard laboratory PCR test.

12. As a COVID-19 laboratory, surely you should know what test each country requires?

We are a laboratory providing testing services, and whilst we can discuss the suitability of a test, we are not at liberty to advise on a country's testing requirements.

The destination country(ies) which travellers will be travelling to or transiting through have specific COVID-19 testing requirements. These requirements change regularly. It is important to ensure that both travel agent, tour operator and traveller reconfirm the COVID-19 requirements for both final destination country and transit country prior to departure to ensure that you have the correct tests prior to check-in, as the requirements change regularly.

Here are some great platforms to confirm the COVID-19 testing requirements for the various countries:
<https://www.iatatravelcentre.com/world.php>
<https://apply.joinsherpa.com/travel-restrictions>
<https://www.traveldoc.aero/>

13. Why do certain countries require a 48-hour PCR and 6-hour PCR vs just Antigen?

Each country enforces their own COVID-19 testing requirements. That is why it is important to ensure that you and/or your travellers make sure that the test requested is in accordance with the destination & airline requirements.

Here is a list of great platforms to confirm your COVID-19 testing requirements for the various countries:
<https://www.iatatravelcentre.com/world.php>
<https://apply.joinsherpa.com/travel-restrictions>
<https://www.traveldoc.aero/>

14. Is there a difference between the 72, 48 and 24-hour PCR Test?

No. There is no difference between these tests. The test conducted is a standard PCR test. The timing given by countries or airlines are the testing time parameters that travellers are required to conduct their PCR test within.

It is important to ensure that travellers get tested within a time frame that will allow them enough time to receive their results prior to check-in time. The airline requires the traveller's result for the check-in purposes.

15. Why is the 2-hour PCR test so much more expensive than a standard PCR test?

The Swift/Rapid PCR test utilizes technology that is significantly faster and more expensive than that of a standard laboratory-based PCR test.

16. Why do our travellers have to come to the airport so early if they are only departing 6 hours later when travelling to specific countries?

Certain airlines require a Swift/Rapid PCR test to be conducted at the airport only, prior to the traveller's departure. This is an additional measure that the destination country has put into place.

As the test results are needed for the check-in process, travellers need to ensure that they are at the Next Pathology testing facility (at OR Tambo) 4 hours prior to the check-in time. This is to ensure travellers receive their results in time for check-in. Time slots can be booked here:
<https://nextpath.co.za/travellers>

It is important to remember that the travellers may be one of 150 travellers needing this test. If they are too late for the test, they will not be allowed to board the flight.

17. Where can I find information on what each country requires?

Here is a list of great platforms to confirm your COVID-19 testing requirements for the various countries:

<https://www.iatatravelcentre.com/world.php>
<https://apply.joinsherpa.com/travel-restrictions>
<https://www.traveldoc.aero/>

Always ensure that the airline follows the final destination ruling or if they have their own requirements.

<https://www.iatatravelcentre.com/world.php>

18. I have a traveller leaving tomorrow night at 7pm, can I book a concierge service 24 hours before the departure time?

If the traveller is wanting a 24 hour PCR Test, it is important to ensure that the test is conducted no later than 24-hours prior to the check-in and not at the time of departure. The traveller requires their results for the check-in process.

We have recently included a convenient 4 hour Concierge service for clients wanting to conduct their test on the same day as departure. As above, the traveller would need to ensure that the test is conducted no later than 4 hours prior to their check-in time and not the time of departure.

This is only available in Johannesburg and Cape Town.

19. Why do you recommend that travellers pre-register?

The pre-registration process aims to speed-up the registration process as part of the concierge or drive-through service. The pre-registration includes personal information including the travellers ID or Passport number.

When a traveller arrives at a Next Pathology facility, they will be required to give their Passport or ID number used for pre-registration and the system automatically populates the information. The Next Pathology staff member assisting with the registration will still require a bit more information before the swab is conducted.

If it not essential to pre-register, but if pre-registration has not been done, the registration process will take longer as more information is required.

For group bookings, it is essential that all travellers are pre-registered prior to arrival in order to process the group in a short space of time.

20. Who can I call after hours if I need to make a last-minute booking?

Our Customer Service team are available from 6am - 10pm, 7 days a week and are contactable on 011 697 2923.

Please note that last minute concierge service bookings for early the next morning are subject to nurse availability.

Should our nurses be fully booked, our team may suggest the best possible alternate option to assist, by either re-directing the traveller to one of our drive-through facilities (all open from 8am) or suggest a later time when a nurse is available.

Click here to see all Next Pathology testing Sites:
<https://nextbio.co.za/nextpath/#sites>

21. Are there other testing options that can be conducted at the OR Tambo facility?

- In addition to the 2-hour PCR Test, Next Pathology also offers a 24-hour PCR test. The sample is processed in our Midrand Laboratory. Antigen test with results in 60 minutes, with processing done on site.
- Antigen test with results in 60 minutes, with processing done on site. Click here for more information:
<https://nextbio.co.za/nextpath-for-travel/>

22. Do you assist with group bookings at OR Tambo?

Absolutely. Our team at OR Tambo are able to process large volumes of travellers. It is important to make a reservation for a group of travellers to ensure that we can process them as a group instead of being processed as individual travellers.

23. What accreditation/licencing does the laboratory have?

Next Pathology is licensed by the Department of Health specifically for the diagnostic testing of SARS COV-2 (download certificate).

24. What payment options are available to travellers?

We have various payment options available to travellers.

Travellers can make payment via:

- EFT into the Next Pathology bank account
- Paygate which is a secure credit card portal.

On-site at one of the Next Pathology drive-throughs and at the OR Tambo testing facilities.

Concierge and group bookings must be settled prior to arrival for testing.