

## Quest Diagnostics

# Frequently Asked Questions

### General information

**Q: What should I expect to experience at a biometric screening?**

**A:** During a biometric screening, a trained Quest Diagnostics provider will collect a number of measurements, including height, weight, blood pressure, waist and/or hip circumference, and a small blood specimen. A screening is typically completed in just 10-15 minutes. The valuable information collected during the screening is used to identify health risks, and these are reported back to you in a private, personal report that helps you understand them so you can take action to improve your health and well-being.

Your health screening is provided by Quest Diagnostics. We are a leading provider of worksite biometric screening and health improvement programs, and Quest Diagnostics is the nation's leading provider of diagnostics information services.

**Q: Why should I participate in a biometric screening?**

**A:** Awareness is the first step in maintaining and monitoring your health. Biometric screenings provide first-time and repeat participants the opportunity to get a quick and easy "snapshot" of their health. Biometric screenings are a critical part of your well-being program, designed to help improve your understanding of your health using the biometric and clinical data they provide.

More specifically, your biometric screening:

- Can help you understand your health from the inside out and provide insights into risks that are helpful to know about
- Can help you find out what you are doing well
- Can help you make the most of your time by focusing your efforts on the behaviors that you can change to most improve your health
- Can help you work with your physician to take charge of your health

## Registration and scheduling

### **Q: How can I sign up to complete my biometric screening?**

**A:** Register and schedule a screening at [My.QuestForHealth.com](https://my.questforhealth.com). To register, use the Registration Key and Unique ID provided below (Spouse/Domestic Partner may require a separate Unique ID, if applicable).

- For scheduling questions, contact the Service Center at 1.855.623.9355 (1.855.6.BE.WELL).

#### First time participants:

- Use Registration Key: SLU2021
- Your Unique ID:Employee ID
- Your Spouse/Domestic Partner Unique ID: Employee ID + S

### **Q: What if I'm a new user, how do I log in for the first time?**

**A:** Before logging in, you'll need to register to access [My.QuestForHealth.com](https://my.questforhealth.com). For standard login you must use the "Register now" button in the "Create Account" area. Within this area, you'll also need to enter the Registration Key provided above. You will be required to provide your Unique ID, along with basic personal information, to create a username/password combination specific to you.

### **Q: What if I've forgotten my password or I need my password reset?**

**A:** There are separate links available for retrieving your username and resetting your password.

If you select the "username" link, you will need to provide the email address associated with your account and your date of birth. As long as the email address/date of birth combination provided matches what is on file, you will receive an email with your username.

If you select the "password" link, you will need to provide your username and date of birth. As long as the username/date of birth combination provided matches what is on file, you will receive an email with a link to reset your password.

### **Q: Can I walk into a Patient Service Center without an appointment?**

**A:** You can register as a walk-in, but when you arrive at the PSC you will be required to select an appointment time upon check-in. If there are no times that work for your schedule, you will be asked to choose an appointment for a later time or date. To guarantee availability at a time that works for you, schedule an appointment.

## Screening information

**Q: If I participate in the biometric screening, will it be billed to my health insurance?**

**A:** No, this is a biometric screening sponsored by your company.

**Q: What is involved in the biometric screening?**

**A:** The process takes about 10-15 minutes from the point of check-in to completion. The screening includes a blood draw for many different blood tests; this blood draw can be from your arm (venipuncture) or from a fingerstick and is dependent on the panel your employer selected. Lipid and glucose tests include a blood draw for HDL “good” cholesterol, LDL “bad” cholesterol, non-HDL cholesterol, total cholesterol, triglycerides, and glucose. You may also have biometric measurements taken.

**Q: What can I expect to experience at a Quest Diagnostics Patient Service Center?**

**A:** Participants will have their blood pressure, height, and weight measured. The examiner will obtain a specimen through a venous blood draw (blood taken through the vein). process usually takes 10-15 minutes. Even if you registered as a walk-in, you will be required to select an appointment time when you check in at the Patient Service Center.

**Q: What are biometric measurements?**

**A:** Biometric measurements refer to height, weight, body mass index (BMI), blood pressure, waist, and/or hip circumference.

**Q: What is BMI (Body Mass Index)?**

**A:** Studies have demonstrated that BMI is a reliable measure of one’s appropriate weight based on height, although it may not always be a perfect measure. Use of BMI is endorsed by the National Institutes of Health (NIH), and the Centers for Disease Control and Prevention (CDC). According to experts at the CDC, “BMI provides a reliable indicator of body fatness for most people and is used to screen for weight categories that may lead to health problems.” BMI is defined as an individual’s body mass (weight) divided by the square of his or her height.

**Q: How is waist circumference measured?**

**A:** The waist circumference process will be done in a private area either on-site or at a Quest Diagnostics Patient Service Center. The measurement will be taken above the first layer of clothing.

The participant will hold the zero end of the tape measure on the abdomen just above hip bone (belly button). The participant will turn around, or the phlebotomist will walk around participant.

- The tape should be snug, but should not compress the skin
- The tape must be parallel to the floor, eg, at the same level all the way around
- The participant should relax and exhale
- The waist measurement will be reported in whole units (inches)

## Screening information continued

**Q: Do I need to fast before screening?**

**A:** Your employer will communicate to you whether your program is a fasting or non-fasting screening. If it is a fasting program, you will need to fast for 9-12 hours prior to the blood collection for accurate results. You should take any regularly scheduled medications as usual. Drinking plenty of water is recommended during the fasting period. If you are participating in a screening that does not require you to fast, this means you are free to eat before your screening.

**Q: What if I have a regular physician exam and want my physician to provide my laboratory results?**

**A:** You can utilize a Physician Results Form as long as all required tests are available in your chart at your physician's office. You will select the Physician Results Form option as part of the screening scheduling process. A Physician Results Form, pre-populated with all of your demographic information, will be made available for you to print. Then follow the steps below:

- Ask your doctor to complete the form using lab results performed during the defined screening window; your doctor may charge a fee to complete the form and you would be responsible for payment.
- Check to see that the form is complete with all required screening results, biometric values, and signatures and within the specified timeframe.
- You or your doctor can fax the completed Physician Results Form to the fax number on the form on or before the required completion date, or, you may use the Upload Physician Form option to submit your results online.
- Your report will be available online within 7-10 days and you will receive your mailed report within 3 weeks of the submission of a valid form.

## Results and Reporting

### **Q: Are my results confidential?**

**A:** Yes. Quest Diagnostics and your employer value and understand that your privacy is very important and we have put many steps in place to assure confidentiality. All information obtained from your biometric screening experience is Protected Health Information (PHI) and is secured in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Your employer will not have access to individual results.

### **Q: How do I get my results?**

**A:** You will receive a confidential, personalized, multi-page report providing current health status and individual risk factors in the mail within 2 to 3 weeks of your blood draw. If you registered online and provided an email address you will receive an email when your results are available to view online 3-5 days after your screening. To view your results online go to [My.QuestForHealth.com](https://my.questforhealth.com). If you already created a username and password when you made your appointment, enter them. If you have not yet registered and created a username and password, click the “Register now” button in the “Create Account” area. You will be prompted for your Registration Key and your Unique ID to register and access your results online.

### **Q: What should I do with my results after I receive them?**

**A:** Review your health report and then share it, along with any questions you may have, with your physician during your next visit.

Quest Diagnostics Incorporated and its subsidiaries (Quest) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1.844.698.1022. ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.698.1022. 注意：如果您使用繁體中文 (Chinese)，您可以免費獲得語言援助服務。請致電 1.844.698.1022.

Quest, Quest Diagnostics, any associated logos, and all associated Quest Diagnostics registered or unregistered trademarks are the property of Quest Diagnostics. All third-party marks—® and ™—are the property of their respective owners. ©2021 Quest Diagnostics Incorporated. All rights reserved. 6/2021. PAR0001