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 circumference, and a small blood specimen. A screening is typically completed in just 15-20 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 Health & Wellness, a leading provider of worksite biometric screening and health improvement programs. 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. To register, use the Registration Key and your Employee ID and Spouse 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: SLU2020
- Your Employee ID
- Your Spouse ID: Your employee ID + S (example: 000000002S)
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. 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 Employee 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.

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 the University.

Q: What is involved in the biometric screening?  
A: The process takes about 15-20 minutes from the point of check-in to completion. The screening includes a blood draw for many different blood tests. The blood draw will be from your arm (venipuncture) at a Patient Service Center and from a fingerstick at a University onsite event. Lipid and glucose tests include a blood draw for HDL “good” cholesterol, LDL “bad” cholesterol, non-HDL cholesterol, total cholesterol, triglycerides, glucose, and hemoglobin A1C. 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). The specimen will test HDL “good cholesterol”, LDL “bad cholesterol, non-HDL cholesterol, total cholesterol, triglycerides, glucose, and hemoglobin A1C. The process usually takes 10-15 minutes. If you scheduled an appointment at the Patient Service Center (online or by phone), your appointment will be prioritized over any other walk-ins arriving at the PSC. As a walk-in appointment without an appointment date/time, you may experience a waiting period before being seen by a PSC staff member. If you walk-in, you will need to still register online.

Q: What are biometric measurements?  
A: Biometric measurements refer to height, weight, body mass index (BMI), blood pressure, waist 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)

**Q: Do I need to fast before screening?**
**A:** Your most accurate testing results are from a fasting screening. For 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.

**Q: What is tested if I do not fast?**
**A:** Glucose and Triglycerides tests will not be included in a non-fasting screening. These tests require that you fast, meaning you cannot eat or drink anything but water for 9-12 hours 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. 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.