

## 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 measure blood pressure and collect 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 charge of your health.

Your health screening is provided by Quest Diagnostics. We are a leading provider of work site biometric screening and health improvement programs, and Quest Diagnostics is the nation's leading provider of diagnostic 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:

- Your screening can help you transform your health by knowing your numbers
- Can help you understand your health from the inside out and provide insights into risks that are helpful to know about
- 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 own 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://myquestforhealth.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: **SLU2023**
- Your Unique ID: **Employee ID**



### **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://myquestforhealth.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:** Appointments are strongly recommended. You can register as a walk-in, but when you arrive at the PSC you may be asked to select a service time upon check-in. To guarantee availability at a time that works for you, please 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 measured. The examiner will obtain a specimen through a venous blood draw (blood taken through the vein). The process usually takes 10-15 minutes. Even if you registered as a walk-in, you may be required to select an appointment time when you check in at the Patient Service Center.

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

**A:** Yes, it is recommended for you to fast for this screening. This means you cannot eat before your screening. To ensure your results provide an accurate depiction of your health, do not eat anything 9-12 hours prior to your screening appointment. Please drink plenty of water and take any medications as directed by your doctor.

**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.

## Questions specific to Quest Activate self-collection

**Q: How do I activate my self-collection materials?**

**A:** You will visit [QuestActivate.com](https://questactivate.com) to activate your collection materials. Enter the activation code listed on the activation card included in the self-collection materials you received. The number is located on the activation card above the barcode. After entering in the code, you will be redirected to the Quest scheduling site, where you will answer a few questions before completing your self-collection. If you are completing activation through the Guest option, ensure the date of birth and phone number entered matches what is on file for your Quest account.

Activate your materials the same day you complete your self-collection.

**Q: I see more than 1 barcode with my materials. Which one do I use to activate?**

**A:** Use the barcode found on the activation card inside the materials (not the one on the external packaging) to activate your self-collection materials. Enter the number located above the barcode on the activation card.

**Q: What happens if I do not activate my materials before I ship them back to Quest?**

**A:** Materials that are not activated will not be tested, even if a sample is sent to a Quest laboratory.

**Q: What if I am unable to request self-collection materials online?**

**A:** You can call the Quest Diagnostics Service Center to request self-collection materials be shipped to your residence.

**Q: How long will it take to receive my self-collection materials after I order them?**

**A:** The standard turnaround time to ship materials is approximately 3-5 business days from the date the materials are ordered.

**Q: What if more than one set of collection materials is sent to my household?**

**A:** If you and another member of your household have received self-collection materials, please activate each set of materials separately. If you believe you received the extra set of materials in error, please contact the Quest Diagnostics Service Center.

## 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.

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