



## 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 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
- If you complete your biometric screening, you will be eligible to receive an Amazon gift card

## 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: **Reta24**
- Your Unique ID: **Birth Year + Last 4 of SSN**



### **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 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, height, and weight 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: 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 their 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:** 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.

## 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://www.MyQuestForHealth.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 is MyGuide to Health™?**

**A:** MyGuide to Health uses simply stated insights to health and risk, with highly personalized content that can help guide you to better health. It provides powerful and engaging information where "the health measures you most need to focus on" meets "what you can do to most improve them." MyGuide to Health maximizes the value of biometric screening by focusing on your unique health risks and how you can modify your behaviors to improve them.

### **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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