



Working for Wellness



949.297.8970 • Fax 949.297.8972

website: [www.healthfax.biz](http://www.healthfax.biz)

## Frequently asked questions about..... **Cholesterol and Glucose Screenings**

- 1. Do the participants have to “fast” for Total Cholesterol or Glucose?**  
Fasting is required for Lipid Profiles. Fasting is not required for other Cholesterol and Glucose screenings.
- 2. How is the blood sample obtained?.**  
A simple finger-stick – a few drops of blood.
- 3. How long does it take to get my results?**  
Results are ready in a few minutes.
- 4. Will the results be provided in a written format? Yes,** the results will be written on an educational handout. Our staff will also be glad to review your results and answer basic questions.
- 5. Do you need electricity to conduct these tests? No,** the screening equipment use batteries.
- 6. Do you need to be “inside” to conduct the screening?**  
We can operate outside, as long as we are not in direct sun or extreme cold. The equipment will “shut down” with either too much heat or cold. It is best to have these tests inside if at all possible. If we must be outside, please set up our tables with a protective awning or sun umbrella.
- 7. Do you bring consent forms for the participants to sign?**  
Yes, we will bring consent forms for each participant to fill out prior to testing.
- 8. Can we have an aggregate report developed from the test results?**  
Yes, for those clients who request a report, HealthFax will prepare an aggregate report (the report will not include names only results/categories), so that you can see how many of those tested were low risk, medium risk, or high risk. The report is generated in an Excel based chart. There is no extra charge for our standard report, customized reports may be requested for an additional fee.
- 9. What is a “Test Minimum” ?**
  - This is the “minimum” number of tests that HealthFax will be paid for.
  - The test minimum is selected prior to an event, based on projected participation.
  - The minimum may be raised or lowered prior to the event date.
  - The minimum is not adjusted after the event.
  - Utilized as guide for us to plan for the amount of supplies and staff needed for your event.
- 10. What happens if at our event we go “over” the test minimum?**  
You will be invoiced for the minimum and any tests over the minimum – at the rate established at the time of the booking – see your confirmation(you can also set a STOP or MAX number of tests). We will bring extra supplies to accommodate a 25% increase in tests.
- 11. What happens if we go “under” the test minimum?**  
HealthFax is paid for the “test minimum” —  
Example: If a 100 test minimum is selected and 80 tests are done, HealthFax is paid for 100 tests at the 100 test minimum rate. We do not “adjust” the minimum after the program.
- 12. What time does the HealthFax staff arrive?** Unless otherwise requested, HealthFax staff will arrive at your event one half hour prior to start time of the event. They will bring everything that they need to setup the screening, except for tables and chairs.
- 13. How do we pay for your services?**  
HealthFax will send you an electronic invoice after the program. If you prefer a “paper hard copy”, just let us know.
- 14. When is the payment due?**  
Payment is due in 30 days or less. Special arrangements can be made for large projects.



**15. Can we do a “Split” billing?**

Sure.... Just let us know how much to invoice to each payor with their e-mail address.

**16. Do you accept credit cards for payment?**

Yes, we accept Visa and Mastercard  
Directions to use this method of payment will be provided with the invoice.

**17. Is there a Travel Fee added to the cost of the service?**

Travel Fees may apply to your event location.  
See [www.healthfax.biz](http://www.healthfax.biz) and go to Territory/Travel for travel fee locations.