



Working for Wellness



949.297.8970 • Fax 949.297.8972

website: www.healthfax.biz

Frequently asked questions about.....

Osteoporosis Screening

1. **What method does HealthFax use to conduct this test?**
Bone Sonometry – Ultra sound method
2. **What is bone sonometry?**
Bone Sonometry (Ultra-Sound) – method is a quick, accurate and safe method to assess your risk of bone fracture.
3. **What is the advantage to this type of testing?**
Unlike bone density testing, bone sonometry testing is conducted without exposing the participant to radiation. While x-ray methods measure the density of bone, sonometry provides information relating to the strength of the bone, which is important in determining fracture risk. With this ultra sound method the results are ready in a few minutes!
4. **What part of the body do you take the measurement from?**
The heel — an ideal site to measure “bone health”. We will need one “bare” foot – so please remove the shoe and sock from your least dominate foot.
5. **Do you need electricity to conduct these tests?**
Yes —the equipment that we use needs to be plugged in – so we will need to be set up near an electrical outlet. We will bring our own electrical cords and adaptors.
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. **Will the results be provided in a written format? Yes** — each participant will receive a computerized print out and their educational handout. Our staff will be glad to review their results and answer basic questions.
9. **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.
10. **What is the cost of this screening?... and how do I order this test?**
 - There is a 4 hour minimum cost for this service (you can have us for less time, but we are paid for a **minimum** of 4 hours)
 - The cost of this screening is based on how many densitometers (units) you want at the event and how many staff per unit.
 - When you contact us we will need to know how many Units you want and how many staff with each unit
 - For larger groups, you may want to consider multiple Units (Densitometers) and additional staff.
 - See our Service and Fee Schedule for a complete listing of pricing
11. **What time does the HealthFax staff arrive?** Unless otherwise requested, HealthFax staff will arrive at your event one half hour prior to the event start time. They will bring everything that they need to set up the event, except for tables and chairs.

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I N C O R P O R A T E D

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12. 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.

13. When is the payment due?

Payment is due in 30 days or less. Special arrangements can be made for large projects.

14. Can we do a “Split” billing?

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

15. 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.

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

Travel Fees may apply to your event location.

See www.healthfax.biz and go to Territory/Travel for travel fee locations.

Please don't hesitate to contact us with any additional questions or clarification.