

## **2024 Optum/ LetsGetChecked Frequently Asked Questions:**

### **On-site Biometrics**

#### **How do I prepare for my appointment?**

You'll need to fast before your appointment - Fasting means that you don't eat or drink anything besides water for 8 hours.

If you have any medical conditions please consult with your healthcare provider first.

#### **Do I need to fast before my appointment?**

Yes. For this test, it's important to fast before your sample is collected.

Fasting means that you don't eat or drink anything besides water for 8 hours.

If you have any medical conditions, please consult with your healthcare provider first.

#### **What will I learn from my biometric screening?**

This biometric screening can provide valuable health information for both you and your healthcare team, enabling you to take key steps to improve your health.

This assessment will include measurements such as weight, height, and blood pressure.

Blood tests to check your cholesterol and blood sugar levels will also be included.

All of this information can be used to identify and manage conditions such as high cholesterol, diabetes, and high blood pressure.

Taking small steps to manage your health can make a big difference in reducing your risk of long-term complications.

#### **How is my privacy protected?**

Keeping your personal data secure is important to us. We use appropriate technical and organizational measures to ensure security and confidentiality of your information, and only share your information where required to deliver our products and services or where we have a legal basis to do so. All samples are disposed of following analysis. For further information about our privacy and security practices, please see our privacy policy and T&Cs or feel free to contact our Data Protection Officer at [DPO@LetsGetChecked.com](mailto:DPO@LetsGetChecked.com)

### **At-home Kit Biometrics**

#### **When should I collect and return my sample?**

Please ensure that your sample is collected while fasting and returned on the same day using the carrier method provided within the sample collection kit.

Each of our health tests includes a prepaid shipping envelope to return your samples to the laboratory.

Please do not collect or return samples on a Friday, Saturday or Sunday.

#### **Do I need to fast before my sample is collected?**

For this test, it's important to fast before your sample is collected. Fasting means that you don't eat or drink anything besides water for 8 hours. If you have any medical conditions, please consult with your healthcare provider first.

**How long does the entire testing process take?**

Once your order is complete, you will receive your test within a few days. This test includes a free express return shipping envelope to deliver the sample to our laboratory for processing. Once your sample reaches the lab you will typically receive your results within 2-5 days.

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**Why do I need to activate my test?**

Activating the test connects you to the unique alphanumeric barcode within your LetsGetChecked test kit. The laboratory cannot process your sample if the test kit is not activated and linked to you.

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**Lab Patient Service Center Testing Biometrics****Do I need to fast before my sample is collected?**

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**Are there medical professionals involved in the process?**

LetsGetChecked has a team of physicians who will review your order and results.

Our clinical team is on standby throughout the testing process and, if your test results are abnormal, you may receive a call to discuss your results and next steps.

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**Physician Results Form Biometrics****How do I prepare for my appointment?**

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