

About your blood test

This leaflet is designed to provide you with information about your forthcoming blood test with Inuvi, why it is required, what it involves, how your appointment is booked, and what you should do before and after your appointment.

About your blood test appointment

Why have I been referred to Inuvi to have a blood sample taken?

As part of the service they deliver, your healthcare provider requires you to have a blood sample taken and they have asked Inuvi to arrange an appointment with you.

One of our experienced Health Practitioners will contact you to arrange an appointment to take your blood sample in a convenient location, such as your home.

What happens during my appointment?

At your appointment, our Health Practitioner will draw blood from a vein, usually from the arm or back of the hand, into one or more blood vials. The number of vials needed will depend on the type of test(s) you need to have. All equipment is sterile and used only once.

How long does the appointment take?

The appointment will usually last between 10 to 15 minutes, although this may vary depending on the test(s) your provider has requested.

Appointments with additional tests may take longer so it's best to discuss appointment length when you are contacted to arrange your appointment.

Will I need to get undressed at my appointment?

You won't need to undress at your appointment although you may need to remove or loosen clothing to allow our Health

Practitioner to take your blood sample.

Can I bring someone with me to my appointment?

Yes, you can bring an informal chaperone (for example, a friend or relative) with you to your appointment.

A polite notice about pets

If your health assessment is taking place at your home and you have pets, we respectfully ask you to keep them in another room during your appointment. In our experience it's the best way of ensuring they don't become distressed or inquisitive during your appointment.

Booking your appointment

How is my appointment booked?

One of our Health Practitioners will contact you to arrange a convenient date, time and location (typically your home), for your appointment. We will send you a text confirmation and appointment reminders.

What do I do if I need to rearrange my appointment?

If you need to cancel or rearrange your appointment, please contact the Health Practitioner who arranged your appointment, or our Customer Service Centre on **0118 403 2414**. You can also email us at phlebotomy@inuvi.co.uk.

Our offices are open Monday to Friday between 8 am and 5.30 pm.





Cancellation charges

Please Note: you may incur a cancellation charge from your provider for short notice cancellations or not attending your appointment, so please give Inuvi **at least 3 working days' notice** if you need to cancel your appointment.

Preparing for your appointment

What's the best way to prepare for my appointment?

Please make sure you follow any specific instructions you may have been given, for example, you may have been instructed to fast for specific blood tests.

Try to be as relaxed as possible prior to your appointment.

Drink plenty of water to improve hydration and enable a smoother blood draw. We suggest drinking at least a pint of water an hour before your appointment.

Gently exercising your arms and / soaking your hands in warm water just before your appointment can also help with a smoother blood draw, especially if you've experienced difficulties providing blood samples in the past.

Avoid drinking caffeine and alcohol and smoking immediately before your appointment, as these substances are known to raise blood pressure.

Is there anything I need to tell the Health Practitioner before my blood test?

You should let our Health Practitioner if you:

- have experienced problems in the past giving blood, for example, fainting or nausea, difficulties in locating veins, or difficulties providing a smooth blood draw
- have difficulty clotting or bruise easily
- are currently taking Warfarin or long-term Aspirin.

Do I need to fast before giving a blood sample?

In most cases we do not require customers to fast before giving a blood sample. But if

fasting is required for your blood test, we will let you know how long you need to fast for.

What should I do after my blood sample has been taken?

It's important that you take good care of yourself after giving a blood sample.

Our Health Practitioner will take your blood with the utmost of care, however sometimes a lump and/or bruising can appear, even if this hasn't happened previously. Please don't worry, these side effects are usually harmless and will go away in time.

To ease any discomfort and reduce the likelihood of any side effects we suggest the following 4 steps:

Step 1 - keep the dressing/plaster on your arm or hand clean, dry and in place for 3 to 6 hours.

Step 2 - avoid straining and lifting any heavy items with your arm or hand (e.g. exercise, sports, digging, ironing, and carrying heavy bags) during this time.

Step 3 - if bleeding occurs, apply firm pressure with your fingers, preferably using a clean cloth, directly over the puncture site and elevate your arm or hand until the bleeding stops.

Step 4 - if you experience any bruising, pain, discomfort, or swelling in your arm or hand, elevate it and place an ice pack (or a few ice cubes wrapped in a towel) over the area for 10 minutes.

- You should seek medical advice if you experience:
- increasing or severe pain, inflammation, or bruising,
- swelling that's not improving,
- pins and needles or a feeling of numbness in your arm, hand, or fingers,
- coldness or paleness in your hand/arm.



About the information we collect

Inuvi is registered with the Information Commissioner and store all the data we collect in accordance with the latest Data Protection Legislation.

All the information we obtain during your appointment will be treated confidentially and returned securely to the provider who requested the appointment. To find out more, please see our [Privacy Statement](#)

Where we are required to take a blood sample, once the sample has been analysed at our laboratory, it is stored for 7 days and then disposed of in accordance with current clinical waste and environmental regulations.

Your feedback is important to us

At Inuvi we strive to continuously improve the customer service we provide and value your opinion on your recent experience with Inuvi. Your feedback is crucial in helping us enhance the quality of the services we provide. To provide feedback, please email us at; feedback@inuvi.co.uk.

About Inuvi

Inuvi is a leading provider of health assessments, blood testing and specialist diagnostic services. To find out more, visit our [website](#).