

# About your health assessment

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

## About your health assessment

### **Why has my life insurance company referred me to Inuvi**

As part of your life insurance application your insurer requires further information about your current and past health.

To obtain this information, they've asked Inuvi to arrange a health assessment on their behalf. The health information we will collect will help your insurer make an informed decision about your application for life insurance.

If you decide not to proceed with the assessment, it's likely that you won't be able to continue with your life insurance application.

### **What does a health assessment involve?**

The types of health assessment we conduct vary from person to person. It may involve a visit from one of our experienced Health Practitioners or an appointment with a qualified Doctor.

At the health assessment, you're likely to be asked questions about your lifestyle, medical history, and your immediate family's medical history. The Health Practitioner or Doctor may also take physical measurements such as your height, weight, blood pressure and heart rate.

You may also be required to supply a blood, urine, or saliva sample, to measure things such as your cholesterol and blood glucose levels and to determine whether you smoke or not.

Some of our health assessments include an Electrocardiogram (ECG) which measures the

heart's rhythm.

Before your appointment, we'll tell you what tests are required along with any specific requirements, for example, fasting.

### **Will I need to pay for my health assessment?**

No, your insurer will cover our charges for carrying out your health assessment.

### **How long does the health assessment take?**

Our health assessments usually take between last between 30 to 40 minutes. If you require additional tests such as an Electrocardiogram, it may take a little longer.

### **Will I need to get undressed at my appointment?**

You won't need to undress at the health assessment although you may need to remove or loosen clothing to allow our Health Practitioner or Doctor to take your blood pressure, any blood samples, and to carry out an Electrocardiogram if required.

### **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?

If your health assessment is with one of our Health Practitioners, they will contact you directly to arrange a convenient date, time and location (typically your home) for your appointment.

If your health assessment is with a doctor, one of our Customer Service Advisors will contact you to discuss your availability and the most suitable location for your appointment. They will then manage your appointment booking for you.

Don't worry if you forget, we will also send you text and email 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 contact our Customer Service Centre on **0118 467 0555** or email us at [info@inuvi.co.uk](mailto:info@inuvi.co.uk) at least 2 days before your appointment.

Before your appointment, we'll tell you what tests are required along with any specific requirements, for example, fasting.

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

### Is there anything I need to have with me at my appointment?

You will need to provide photographic ID such as a current driving license or passport.

To help with the health assessment, please try to have with you details of:

- any health conditions, illnesses, or injuries you're currently receiving treatment for,
- any health conditions, illnesses, or injuries you've received treatment for in the past,
- any medications you're currently taking or have taken in the past,
- any consultations with medical professionals or hospital visits you've had in the past or are planning to have,
- if possible, details of your immediate family's medical history.

### 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.

## If you are required to provide a blood sample

### What's involved if I need provide a blood sample?

If required, during your appointment our Health Practitioner or Doctor will draw blood from a vein, usually from the arm or back of the hand, into one or more tubes. The number of tubes they use will depend on which blood tests you need to have. All equipment is sterile and used only once.

### Preparing for your blood test

If you are required to provide a blood sample, 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 or doctor before my blood test?

You should let our Health Practitioner or Doctor know 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.





## 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 or Doctor 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](mailto: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](#).