



## **Health Screening – Frequently Asked Questions**

### **1. What should I do prior to the health screening?**

A minimum 8 hours of fasting is required before the screening to ensure accurate result in your cholesterol profile and glucose tests. Food and beverages are not allowed during fasting period. However, plain water is strongly encouraged.

### **2. Can I still take medication before the test?**

For those who are on high blood pressure medications or other prescribed medications, please continue your usual routine.

For those who are diabetic and on food restriction, please omit your anti-diabetic drugs for the morning.

### **3. Can I attend the screening if I am not well and/or on medication?**

You should not attend the screening if you are having fever or feeling giddy.

### **4. What are the benefits of the optional Comprehensive health screening packages?**

- The price quoted is of corporate rates.
- More detailed tests to screen for any underlying medical conditions which may warrant doctor's intervention.
- Same amount of blood used for Basic Test is sufficient for any upgraded packages.
- We have the latest state of Art technology for onsite screening which are generally available at Specialist Clinics. For example, Ultrasound Carotid & Bone Mass Density.

### **5. Can I go for Urine Test/ Stool Test when I am having my menstruation?**

It is advisable to do the urine/ stool test 5 days after the last day of the menstruation cycle. We can make another arrangement to come down to office to collect the sample.

### **6. What is Bone Mass Density?**

A Bone Mass Density (BMD) test measures how much calcium and other types of minerals are in the area of your bone. This test helps your health care provider to detect osteoporosis and to predict your risk of bone fractures. This test can be done onsite.

### **7. What is Ultrasound Carotid Scan?**

A 5-minute Carotid IMT Ultrasound Scan reveals your arterial thickness, arterial age, soft and hard plaque, and your risk of heart attack and stroke. The trained health personnel gently rub the ultrasound probe over each side of your neck. We can see precisely how thick

the artery walls are (specifically the intima and media sections), and it is this measurement that determines your risk of a heart attack or stroke. This test can be done onsite & report will be interpreted by Cardiologist.

**8. How long will it takes to complete the whole screening?**

It will take approximately 45 mins – 3 hours per person.

**9. How can payment be made?**

Payment mode – Cash, NETS, PayNow & Grabpay can be made on the day of screening.

**10. Can I walk in for a health screening without an appointment?**

In order to provide prompt and fair service, we prioritize our pre-scheduled appointments. We apologize that we are unable to accept walk in for our health screening.

**11. Can I bring my family member along for health screening or do I have to fix a separate appointment for them?**

In order to provide prompt and fair service, we prioritize our pre-scheduled appointments. We apologize that we are unable to accept walk in for our health screening. If your family member is keen for health screening, please ensure that they make an appointment in order to be served promptly.

**12. Can I make the payment for my health screening package first and schedule an appointment later?**

Yes, you can make the payment in advance at Integrated Wellness Clinic:  
Address: 8 Sinaran Drive #05-04 Novena Specialist Center (S) 307470  
Tel: 6250 7623

**13. When will I receive the results and how do I interpret it?**

You will receive your results together with explanation and necessary recommendations in 5 – 7 working days. (apply for softcopy report). Our team of Medical staff will vet through the reports and call you to follow up within 3 weeks' time. However, if you do have further concerns, do send us an email at [medical.iwell@ourheartvoice.com](mailto:medical.iwell@ourheartvoice.com) or call us 6339 0665 for our staff to attend to you.

**14. What do I need to do if my result shown abnormality?**

Please refer to your enclosed result for the recommended action. Should you have any further queries, please may contact our nurses at 6250-7623 or email us at [medical.iwell@ourheartvoice.com](mailto:medical.iwell@ourheartvoice.com)

**15. Who should I contact if I have further query?**

You can contact us at 62507623 or email us at [enquiries.iwell@ourheartvoice.com](mailto:enquiries.iwell@ourheartvoice.com)

