



Health Screening – Frequently Asked Questions (Updated Feb 2024)

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

No food for at least **2 hours** before the health screening. Plain water is allowed. However, if you wish to self-pay to do Ultrasound Liver/Abdomen, you will be required to fast 6-8 hours. Please add another 30 mins to an hour (excluding waiting time) for additional tests.

2. How to collect urine & stool samples to submit on your appointment date?

- ½ a bottle Urine sample: collect mid-stream urine when at clinic for health screening
- Pea size Stool sample: collect previous night (maximum 12 hours before)
- Write your Name (in capital letters) & NRIC/FIN on the stool bottle

3. Information on Eye Screening & ECG test.

Eye Screening: Do not wear contact lens and please bring along your glasses.

ECG Test: please wear 2pc clothing as you will be required to remove your top.

4. Can I still take medication before the health screening?

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.

5. 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. Please remember to reschedule your appointment in the 1doc app.

6. Can I go for Urine/Stool Test when I am having my menstruation?

Please avoid booking your appointment during menstrual cycle. Kindly arrange your appointment 10 days after your period.

7. What is Bone Mass Density?

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

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

It will take approximately 1 hr – 2 hours per person.

9. How can payment be made?

Payment mode – NETS, Credit Card & PayNow can be made on the day of screening via the 1doc app.

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

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 members along for health screening or do I have to fix a separate appointment for them?

If your family members wish to do the health screening, please ensure that your family members make an appointment in advance.

12. When will I receive the results and how do I book my health review?

You will receive your results together with explanation and necessary recommendations in 7 working days in 1doc app. Please book your complimentary post screen review in the 1doc app with the **Book Health Review icon** to check any concern with our doctors.

13. Who should I contact if I have further enquiry?

You can contact us at 62507623 or email us at appointments.iwell@ourheartvoice.com

