

# Everything you need to know

About your insurance medical exam

*During the COVID-19 Pandemic*



Your insurance company has selected Dyncare Insurance Solutions to complete your paramedical exam and provide lab testing services. This exam is a standard part of the insurance applicant process. We are taking extra precautions for the health and safety of you, the applicant, as well as our health professionals.

For the time being, we will be conducting these medical exams in fixed facilities – Dyncare offices, hotel conference rooms or other fixed locations. Please know that all collection locations will be disinfected before and after each appointment. Our Health Professionals will be utilizing full PPE (Personal Protective Equipment) including gown, mask, face shield, sanitizer and gloves so you can be assured of a safe and healthy environment for your medical exam.

Here's what to expect and how to prepare before your appointment:

## PREPARING FOR YOUR EXAM

- Please wear loose fitting clothing in order for us to access your upper arm. You will not be required to undress.
- Fasting may be required, depending on the type of test.
- Please drink at least one glass of water (not milk or pop) before your appointment to help with the blood draw and urine collection.
- Avoid alcohol for up to 24-48 hours before your appointment.
- Refrain from having caffeine and nicotine for at least an hour prior.
- Avoid vitamins and supplements for at least 24 hours.
- Continue to take prescribed medications.
- Avoid strenuous activity for at least 24 hours before and after your exam to minimize bruising.
- Please bring photo ID (driver's license or passport).



### DURING YOUR EXAM

- The paramedical exam will take approximately 30 minutes.
- Your height, weight, blood pressure and pulse rate will be measured.
- A sealed sterile kit will be used to collect blood (up to 3 vials) as well as urine.

### ADDITIONAL PRECAUTIONS BEING TAKEN

- **Please bring and wear your own mask.** We will provide you with hand sanitizer.
- **Please do not bring family, friends, or children to your appointment as they will not be allowed to enter the facility.**
- Dynacare will schedule the appointment with you. To keep everyone safe, we will conduct a screening questionnaire, and provide a location at a convenient time. You will also be provided with a phone number that you will require to gain access into the exam facility.
- Please arrive at the confirmed location 15 minutes prior to your appointment, and call/text the phone number provided. We will pay for parking for you, if required.
- You will be screened again, and we will advise when you can enter the building for your exam.
- For urine collection, you will be directed to a washroom, we will collect the urine specimen and we will direct you back to a room for further vitals, blood pressure, height, weight, etc.
- Once your appointment is complete, you will be escorted out of clinic/fixed facility.
- **All surfaces are cleaned between appointments and equipment that was used including blood pressure cuff etc. will be sanitized.**
- Entire location, including chairs, desks, door knobs, and other surfaces will be sanitized as per disinfecting protocols.



We understand the increased concern surrounding your health and safety at this time. We have developed these guidelines to ensure your paramedical exam experience is as safe and comfortable as possible .

For more information, contact us today!

800.361.3771