Your Clinic Visit

This leaflet provides everything you need to know about your medical examination, including why it's required, what it involves, and how to prepare for it.

vitall

Frequently Asked Questions

Q: What will my appointment involve?
A: You will visit your chosen clinic to collect samples such as urine, blood, stool, or saliva for laboratory testing.

- You won't need to undress, but you may need to loosen clothing for blood pressure checks or body measurements like waist and hip circumference.
- You are welcome to have a friend or relative present if you wish.

Q: Will I need to provide samples?
A: You may be asked to provide urine, blood, stool, or saliva samples, depending on your test requirements.

Q: How long will the appointment take?
A: Appointments typically last 10–15 minutes, but may take longer depending on the required tests. You will be informed of the estimated duration when your appointment is scheduled.

Q: How are appointments arranged?
A: When placing your order, you selected your preferred clinic, date, and time for the appointment. A confirmation email has been sent to you with all the details, including the date, time, and clinic location.

Q: Are there any costs involved?
A: Any fees for the medical examination are pre-arranged with Vitall. Other costs, like parking or travel, are your responsibility. If you cancel or reschedule within 24 hours of your appointment - or miss the appointment - a £45 rebooking fee applies.

Q: What qualifications do the medical examiners have?
A: All medical examiners are fully trained to perform the required tests and ensure accurate and safe sample collection.

Q. What do I do with my sample?
A. You will be required to post your sample back to the lab in the prepaid mail bag, included in your kit.

Q: How can I prepare for my appointment?
A:

- Follow any instructions provided, such as fasting for blood tests.
- Avoid stress, alcohol, caffeine, and tobacco immediately before your appointment, as these can affect your blood pressure.
- Have information ready, such as past medical visits, current medications, and any history of illness or injury.

Q: How can I rearrange my appointment?
A: Contact your examiner or our customer service centre using the provided details. Please provide at least two working days' notice to avoid cancellation fees.

Q: What does a blood test involve?
A: Blood will be drawn from a vein (usually in the arm) into one or more vials, depending on the tests required. Notify the medical examiner if you:

- Have experienced fainting or nausea during blood tests.
- Are taking blood-thinning medication like Warfarin or long-term aspirin.
- Have difficulty clotting or bruise easily.

If fasting is required, you must not eat or drink anything except plain water for at least eight hours before your appointment.

Q: What happens to my information?
A: All data is stored securely and in accordance with the latest data protection legislation. Information collected during your screening is treated as strictly confidential and only shared with your provider and authorised personnel.

After Your Blood Test

Following your blood test, you may experience minor side effects like bruising, swelling, or slight bleeding. These are usually harmless and resolve on their own. Follow these aftercare tips:

1. Keep it clean: Leave the dressing/plaster on for at least two hours. Avoid heavy lifting or strenuous activities with the affected arm.
2. Stop any bleeding: Apply firm pressure directly over the puncture site and elevate your arm until the bleeding stops.
3. Ease discomfort: Use an ice pack for 10 minutes to reduce swelling or pain.

Contact a medical professional if you experience:

- Severe or worsening pain, inflammation, or bruising.
- Persistent swelling.
- Numbness, pins and needles, or coldness in your arm or hand.