

# COVID-19

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## Quest Diagnostics Patient Service Centers and Employer On-Site Events introduce new protocols in light of COVID-19 for biometric screenings

Effective July 2020

As many states' stay-at home restrictions have begun to lift, employees will seek opportunities to complete their biometric screenings. Quest Diagnostics has added safety precautions for both the Patient Service Centers (PSC/Lab) and the Employer On-Site Events to give participants more peace of mind.

### Changes for PSC/Lab Screenings

- **Special hours** — The first hour of each day is dedicated to patients who are at greater risk for COVID-19, including those over age 60 or those with underlying medical conditions.
- **Wait by text** — Patients can wait for their appointment wherever they want by requesting a text alert when it's their turn.
- **Physical distancing** — More space has been added between chairs and we are limiting the number of people in the waiting room to follow physical distancing guidelines.
- **Safeguards** — Face masks are required for both patients and employees. When checking in, they'll be invited to use gloves and hand sanitizer. At some locations, a greeter may use a no-contact technique to take their temperature upon entry. In addition, our medical staff will be wearing added protective gear.
- **More frequent cleaning** — All locations have implemented more frequent cleaning, including sanitizing between each patient and daily deep cleaning.

### Changes for Employer On-Site Events

- **Event size** — Events cannot be larger than four (4) stations and one (1) clerk to ensure that there are no more than ten (10) people in a room at any given time to meet state gathering and physical distancing restrictions.
- **Pre-event (Team Lead)** — The Team Lead will ensure all supplies have been cleansed and sanitized, while wearing gloves, and will confirm with the site contact that the reserved room is a size that will accommodate physical distancing.
- **Staff arrival** — Providers will take temperatures before reporting to work, following CDC and Quest guidelines. Gloves and masks will be distributed to providers as they arrive and will be worn during event setup.
- **Additional Personal Protective Equipment (PPE)** — Providers will be given face masks (changed only if compromised); face shields (disinfected if a participant not wearing a mask comes to the station); lab coats (to be changed if a participant not wearing a mask comes to the station); gloves (changed between each screening after disinfecting the station).

## Changes for Employer On-Site Events, continued

- **Event set-up** — All tables will be 8–10 feet apart. No waiting areas may hold more than the amount of stations the event calls for. No chairs will be in the waiting area and provider team will mark “X” on the floor six (6) feet apart.
- **Registration** — There will always be someone at the registration area to help manage the participant flow and expectations. The pens for the sign-in sheet will be disinfected, in front of every participant, prior to pen use and following pen use. If a participant touches the table while signing in, the table will be disinfected as well.
- **During the event** — iPads will be cleansed after every screening with an alcohol prep pad. Table cloth and chair will be wiped down with a Lysol wipe after every participant. Blood pressure cuffs are disinfected after every participant. Height and weight stations will continue to be wiped down after every participant.
- **After the event** — All screening area surfaces are disinfected (stations, registration desks, etc.), and all garbage and PPE is properly disposed of and removed from the site.

## Resources:

The U.S. Centers for Disease Control and Prevention (CDC) is the primary source for the latest updates on COVID-19. For the most current information, please visit their site: [cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

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## For more information, please contact:

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The screening services are provided by Quest Diagnostics in conjunction with Optum, a health and well-being company that provides information and support as part of your health plan. Your screening results are confidential and are shared only with your consent to health care professionals selected by your employer for administration of your wellness programming. The screening results you receive from participating in this program do not constitute the practice of medicine and are provided to you for informational purposes only. You are encouraged to share your results information with your personal physician for medical treatment purposes or for interpretation of the results when appropriate.