

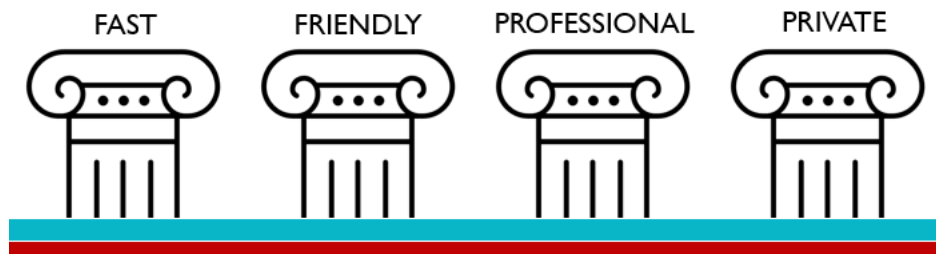
Overview: US Wellness provides onsite biometric screening services to LetsGetChecked, a global leader in healthcare service, lab testing and diagnostics. Representatives from US Wellness, LetsGetChecked, Optum, or United Healthcare may be present at your events.

Contact Information: For any questions or issues, contact US Wellness On-Call Team:

- **CALL:** 866-881-7607
- **TEXT:** 301-926-6099

At US Wellness, each of our four pillars: Fast, Friendly, Professional, and Private—play a critical role in successful onsite events.

PILLARS OF SUCCESS



First things first: It is our goal to give you all the tools you need to make it easy to succeed by saying and doing the right things. At the event, you will be part of the LetsGetChecked team and identify/introduce yourself as LetsGetChecked. The event planning so far has been between LetsGetChecked and the site contact. So, the site contact will recognize you as part of the LetsGetChecked team. Even when you sign into the building, please reference yourself as with LetsGetChecked for this event.

You will receive two texts from us the day of the event. The site contact arrival text will give you the expected participation and sign ups to date. Use this text when you arrive to introduce yourself to the site contact. That text will look like this:

SITE CONTACT

[EVENT NAME]: Notes for [SITE CONTACT] [number] at [ARRIVAL TIME]. Introduce yourself. “We are with Letsgetchecked, here for the screening today. We have [LGC Contracted slots] slots available, [Total Registrations], and [LGC Contracted Slots – Total Registrations] available to still register today. May I ask you to come back at end of day to take a brief survey? Can you show us where we will be screening and where the restrooms are located? It is going to be a good day!”

The second text comes about 30 minutes prior to start time and gives you and the rest of the screening team the details you will need for the day. It includes a link to a 1 minute video to play for the team prior to event start time. If you are the Lead, please gather the team together to privately review the details in your huddle text. This text also includes an event setup checklist. Go through the checklist with the screening team to see that everything is in place prior to the first appointment.

Team Huddle: We start at [Event Start Time], breakdown at [End Time]. Focus on: Fast, Friendly, Professional, Private. [LGC Contracted slots] max appts, [Total Registrations], and [LGC Contracted Slots – Total Registrations] available to still register. Appts required. Appts made today are at bottom of our list, slot into openings as available. [Registration type]. [link to HUDDLE video] [Link to event setup checklist]

[LGC Contracted slots] = max appts we can see today.

[Total Registrations] = scheduled appointments

Available Still to Register = Available openings/same day appointment requests for today

FAST



We use electronic data entry on iPad tablets. Each team member has an iPad and you will be connected to local WIFI provided by the site. Data is entered into the tablet AND transcribed on a results form. The participant keeps the yellow copy of the form, and we keep the white copy as a backup record. Forms are always used in conjunction with the tablets.

For LetsGetChecked events, participants make an appointment through the LetsGetChecked system. Those appointments are fed into your tablet in real time.

Participants may not be screened unless they have first registered and made an appointment or requested a same day appointment.

PARTICIPANTS THAT PRESENT AT THEIR SCHEDULED APPOINTMENT TIME ARE ALWAYS GIVEN PRIORITY!

Here are a few common scenarios:

- Participant does not have an appointment and wants to walk in: WE CANNOT ADD A WALK IN FOR LGC EVENTS BECAUSE THE PARTICIPANT MUST REGISTER WITH LGC AND SIGN THEIR CONSENT. If a participant does not schedule an appointment, and would like to be seen on the same day, direct them to the [Registration Type- Optum, Rally or QR Code- link to request a same day appointment. Same day appointments are first come/first served. Their request will appear in real time on your table as they hit submit (refresh as needed).
- Participant does not show on your appointment list, but shows evidence of having an appointment: Search their name in the search box provided on your tablet. If you find them using search but they are not on today's appointment list, they likely have an appointment on a different date. You may screen them in this case, but only if there is an open slot to do so and no one who has arrived on time for a scheduled appointment is asked to wait.
- If they do not appear in the search, please direct them to register and make an appointment through either UHC or Rally (based on the registration type noted in the text we send you at the start of the event). These same day appointment requests will show at the bottom of your appointment list on the tablet (refresh as needed). You may assign these individuals an appointment slot when they arrive at the event, but only if there is an open slot to do so and no one who has arrived on time for a scheduled appointment is asked to wait.
- Participant arrives late for their appointment: We strive to accommodate those that arrive late to their appointment. "Late" is more than five minutes past their appointment time. Participants who have arrived on-time must be accommodated before we take a late appointment.

Finally, each person receives a copy of their results. You keep the white copy for our records in addition to entering the data into the tablet and give the participant the yellow copy. Thank them for coming and encourage them to share their results with their physician.

FRIENDLY



Part of creating a professional and friendly environment is to help the participant feel comfortable. Be conscious of your environment, the tone and culture, and adapt as needed. We are CREATING an experience for the people we see at an event. Sometimes people are anxious about screening, feeling stressed about taking time out of the day, or experiencing other feelings. YOU hold the power to make someone's day, help someone be more comfortable and feel welcomed. Being calm and organized helps others feel calm. Cultivating a private screening environment will show participants that we are professionals and allow them to have positive experience.

Let US Wellness help with anything unexpected - Call us for any questions that arise during your event. We're here to help and prefer that you ask us first before talking to the site contact. We have a team on call for you during events. Add these numbers into your contacts now:

CALL: 866-881-7607

TEXT: 301-926-6099

PROFESSIONAL



Your appearance is the first thing that sets you apart. The US Wellness dress code is PLAIN black scrubs, running shoes or professional shoes (no crocs), socks and clean/neat overall appearance. Name tags are provided in your shipment and required issue. You're welcome to bring your own stethoscope if you prefer to use yours, but we do provide them also.

Professional communications: No personal discussions: UHC, Optum, LetsGetChecked or other vendors may be at the event. Please don't share opinions or feedback with anyone other than your US Wellness manager. Don't talk with other team members about other jobs. This is our event and this client deserves your focus and attention to their needs.

At LetsGetChecked events, we are asked not to counsel on results. Results will be documented in the tablets and on the results form for both the participants (yellow copy) and on US Wellness' copy (white copy). Optum prefers participants talk to their doctor about their test results, so we do not counsel. We provide a copy of the results and encourage individuals to share them with their doctor.

As you enter results on the tablet, please note: BMI, LDL and Total Cholesterol/HDL ratio are calculated values, so they will populate only after you agree to save and submit results.

PRIVATE



As an experienced screener, we realize you have set up events so many times but want to be sure we are all on the same page about what is expected.

- No view of participants during screening - use ALL privacy screens – it is very important to use all the privacy screens and set them up so that no one can see a participant when they are being screened. This is an expectation that is often overlooked.
- Set up waiting area – We have to ensure we have a place for participants to wait if they come early or late. Set up 2-3 chairs as a waiting area. The waiting area should be facing AWAY from the screening stations.
- Display registration instructions and privacy policy – We provide several copies of our privacy policy in your shipment. Please set them out at the greeter area using the stand-up sign.
- Hide personal belongings under the tables/table skirts
- Only water in screening area (no food, gum) – It is a health department requirement that we do not have any food in the screening area and are not allowed to chew gum. Water is ok if it has a lid and is tucked under the table – no drinks on the table.
- Cell phone on silent – After you check in, please put your phone on vibrate/silent

Conclusion: By adhering to these pillars—fast, friendly, professional, and private—you contribute to a smooth and efficient onsite biometric screening experience for all participants. Your attention to detail and adherence to protocols are crucial to maintaining high standards of service and confidentiality.