

HEARTSTART

POWERED BY SIGMA

Point of Contact Manual



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IN ORDER TO MAKE OUR PROGRAM A SUCCESS FOR EVERYONE, BELOW ARE SOME THOUGHTFUL TOPICS FOR CONSIDERATION AS WE PLAN AHEAD

PHASE 1: LAB DRAWS

The lab draws take place about two to four weeks prior to the telehealth portion of the program. Each individual looking to participate must complete a lab draw to be eligible for the telehealth consultation.

Important considerations:

- Individuals must be fasting for at least 8 hours prior to blood draw
- Caffeine is not allowed in the fasting window
- Staying well hydrated with water while fasting is highly encouraged
- In states where applicable, any participant who cannot make the lab draw on site may schedule an appointment at a Quest Patient Service Center (PSC) for a \$25-35 fee (payable by department or individual).

LAB DRAW TIMELINE:

- Step 1: Determine scheduling timeline with Operations Manager
- Step 2: Launch department landing page which includes signup links and necessary information
- Step 3: Participants register for desired appointment time
- Step 4: Quest/Cleveland Heart Lab ships necessary supplies to location prior to lab draw
- Step 5: Lab draw takes place

In order to host a lab draw on site Cleveland Heart Lab requires a minimum of 30 participants. For departments smaller than this, the PSC fee will be waived.

Time & Space Requirements:

- One medium private room (conference room, small classroom or training room)
- Internet access for the lab draw team to check in patients
- Each appointment is about 5-10 minutes in length
- Generally 50 participants per session (7:00am-12:00pm)
- Afternoon sessions approved on a case by case basis by Quest/CHL.

CHL requires a minimum notice of 30 days from SIGMA for any requested dates. Requests are not guaranteed.

PHASE 2: TELEHEALTH CONSULTATIONS

Anyone who participated in the lab draw will automatically receive an invitation to sign up for a telehealth consultation.

Email invitations will go out within 24-48 hours of the lab draw completion

- If your department hosts a lab draw on a Friday invitations will go out the next Monday or Tuesday
- If your department was only offering Quest PSC lab draws, the invitations will go out after the last lab draw appointment is completed.

Telehealth appointments are 20 minutes in length with one of SIGMA's advanced practitioners.

Recommendations:

- Participants should use personal computers with functioning video camera and microphone
- Calls should be taken in a private and quiet environment when possible
- In a pinch, smart phones, iPads and other devices can be used
- Some department firewalls block our video and sound so it is preferred to not be on department networks when possible

PHASE 3: REGISTERED DIETICIAN

As part of our program, all individuals will have the opportunity for a free call with a registered dietician through the 4myheart program. Participants must schedule this call on their own but will be provided the resources to do so.

Benefit from the 4myheart program

You'll get the individualized support of a Clinical Educator, who can help you:

- Learn about your tests and what the results mean
- Set lifestyle goals to help improve your heart health
- Develop a personalized action plan
- Follow the treatment plan prescribed by your healthcare provider
- Connect you with additional programs available online through the **Cleveland Clinic Wellness Institute**

Living
4myheart®

The heart health program based on your advanced cardiovascular testing

SIGMA Tactical Wellness

 **Quest**
Diagnostics*

POINT OF CONTACT 411

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TEST RESULTS & DATA

SIGMA operates under strict guidelines to remain compliant with HIPAA

All participants will have a patient portal on SIGMA's electronic medical record system, Prognosis.

- All telehealth calls will be hosted through Prognosis as it is a secure platform
- All results and information will be stored in this electronic medical record system
- Any participants who screened with SIGMA previously will have their old results uploaded as well

Aggregate data reports will be available once all screenings are completed. They will be released pending payment of the invoice in full.

SIGMA Tactical
Wellness
A TeleMed2U Company