

# COVID-19 Updates: Safety, Exam Options and Scheduling

**Like Quest, ExamOne is committed to protecting the health and safety of all our employees and the communities we serve.** This includes our examiners and life insurance applicants. ExamOne will not allow examiners to enter the home or otherwise interact with an individual suspected of or confirmed to have COVID-19. Nor will we allow examiners to collect specimens from or otherwise examine with an individual suspected of or confirmed to have COVID-19.



## SAFETY MEASURES FOR EMPLOYEES AND APPLICANTS

During appointment scheduling, we ask applicants a series of screening questions to assess risk. When arriving at an applicant's home but before entering, the examiner again asks the screening questions. These are:

- Have you been diagnosed with COVID-19?
- In the last 14 days have you exhibited symptoms of COVID-19, including fever, respiratory distress, or the loss of your sense of smell or taste; alternatively, have you had close (within 6 feet) prolonged (10 minutes or more) contact with someone who has?
- In the last 14 days have you traveled in violation of any federal, state or local guidance or orders, or had close contact with an individual who has?
- Our medical professionals are required to wear full personal protective equipment including face shields. We recommend you wear a face mask during an in-home appointment. Applicants are required to wear face masks for Quest PSC collections. During the medical exam our phlebotomist will be in close proximity to you to complete the specimen collection. Are you comfortable scheduling your appointment at this time?\*

If an applicant answers yes to any of the health or travel screening questions, the appointment will be delayed for 14 days from the date of COVID-19 diagnosis or risk, and the applicant will be advised to contact their insurance company.

We have proactively communicated to all our examiners to take necessary precautions, including general hygiene tips, to help protect themselves. We are providing required personal protective equipment, including gloves and facial protection that covers eyes, nose and mouth. Examiners are required to wear long sleeves, long pants, closed-toe shoes or scrubs.



## APPLICANT CHOICE – MOBILE OR PATIENT SERVICE CENTERS

ExamOne will conduct mobile examinations in all eligible areas for applicants who are interested and who have passed the precautionary screening questions prior to the exam date and time. Additionally, we will continue to process life insurance examinations in the available Quest Patient Service Centers (PSCs) across the United States. In addition to regular deep cleaning of our PSCs the company is:

- Fostering social distancing by limiting the chairs in patient service centers to no more than 10
- Where available, handing out hand-buzzers to patients after they register, allowing patients to return to their vehicles if they prefer until they are buzzed for their appointment
- Staffing the doors of many centers with an escort to facilitate access



## EXPANDED SCHEDULING

In effort to give applicants more appointment options, we have extended the scheduling window and examiner availability from 10 days to 45 days. For areas impacted by shelter in place orders, we are calling all applicants who are currently scheduled and rescheduling. Exam orders will either be rescheduled once the ban is lifted (*at our normal calendar availability*) or put on hold if the applicant does not answer or respond to our calls.

Quest Diagnostics and ExamOne are monitoring the situation closely. The safety of our employees and applicants is a priority. We are currently following the [Centers for Disease Control and Prevention \(CDC\)](#) guidelines for the coronavirus disease (COVID-19).