

Health Screening Frequently Asked Questions for Affiliated Clinics

***Note:** Please do not disseminate our HeartVoice clinic's representative, Huda's number to the customers.

Q 1. My company is engaging HeartVoice for health screening services, how do I book for an appointment for health screening?

A Please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 2. My company is engaging HeartVoice for health screening services, can I walk in for a health screening without an appointment at your clinic?

A Please inform customer they will need to book an appointment in advance for health screening, and get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 3. Can I add additional test to my package at your clinic?

A Please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 4. How do I make payment for my health screening?

A If customers are about to book health screening through HeartVoice app or web, please communicate to the customers to make advance payment on the app using credit/debit card.

If customers already made appointment through email or phone, please get the customer contact details and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 5. Can I have my receipt once I made my payment?

A Please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 6. When will I receive the results and how do I interpret it?

A Please inform customers they will receive their medical report through email/sms 14 working days after their health screening, or they can retrieve their medical report through the HeartVoice app if they have.

If customers need any assistance with downloading HeartVoice app, please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 7. Can I get a hard copy of my medical report / result?

A Please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 8. What do I need to do if my result shown abnormality?

A Please advise customers that they can either review their medical results with their preferred doctors / doctors from your clinic / doctors from HeartVoice.

If they wish to review with a doctor from HeartVoice, please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

Q 9. Who should I contact if I have further query?

A Please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).

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10. What should I do prior to the health screening?

11. Can I still take medication before the test?

12. Can I attend the screening if I am not well and/or on medication?

13. What is Bone Mass Density?

14. What is Ultra-sound Carotid Scan?

15. Can I go for Urine Test/Stool Test when I am having my menstruation?

16. Can I have my urine and stool sample ready before my appointment and bring them along to the clinic on my appointment date?

17. How long will it takes to complete the whole screening?

18. Can I bring my family member along for health screening or do I have to fix a separate appointment for them?



Please refer to our [FAQ](#) and answer the customers accordingly.

If there are other queries that you are not sure of, please get contact details from customers and inform Huda through the Whatsapp group or call Huda at [+65 8368 5542](tel:+6583685542).