

Hosting a Bone Density Testing day with us - FAQ

Why should I arrange a day with you?

- You will help people to prevent osteoporosis and fracture!
- You will be providing an extra service to your staff, friends or members at no cost to yourself and with very little work on your part. In fact, you may well make some money: if numbers exceed an easily met target – usually eight people – we give you a percentage of what we take (call it ‘room rental!'). This has been anything from £20, up to £150 per day we work with you.
- It's really easy for you to organise. We bring all of our equipment to you – all we need from you is a table, two chairs, one electricity socket and a small room or area (8' by 6' is plenty) to work in.
- If you are a gymnasium, or health club, this is an excellent membership retention tool. We encourage people to keep exercising – if they are already doing (!) and if they aren't – we encourage them to start! If you are any other type of establishment, this will encourage your staff or members to engage in health promoting behaviour. A healthy workforce is a more productive workforce. A healthy friend is a happier one!
- We provide ALL of the promotional material you need (samples available on request). We send a parcel to the testing venue about 1 month before the testing date. All we ask is that someone at the venue put everything up! If you have a website, intranet or staff email, we can forward online advertisements to you – all you have to do is send them out to the staff. (An ‘email shot' is, by a considerable margin, the most efficient and effective type of promotion for a day like this).
- We hold relevant Master's degrees.
- We have a good track record, and can provide references from reputable sources. Have a look at our press and testimonials page for more details. If you'd like to speak to someone, please feel free to ask us, or, if you want to be really unbiased, you could simply do a Google search for our names!
- Our equipment is fast, safe (as it is free from radiation), non intrusive, and scientifically recognised to be reliable and effective. If you're of a scientific bent, contact us and we will provide you with our reference lists. If you're worried about us providing a biased selection – good, we encourage critical thinking – why not try a Google Scholar, or Pub Med, search? This will provide you with a cross section of recent studies and findings – use **QUS** as the keyword.

How do I arrange a day with you?

It is very easy to organise a testing day, with a minimal amount of planning involved. We call you and agree a date and time (a minimum of 4 weeks in advance, but it is usually longer than this). All you have to do is ensure that there is a small semi private area or room available for us on the day – 8 foot by 6 is easily adequate – with a power socket, a table and two chairs. The area should be well lit and a comfortable room temperature. We send you the promotional material about 4 weeks before the agreed date; if you are a gym or health club we'll even provide you with information letters to give to your personal trainers and staff so that they are able to talk to your members about it. All we ask that you put up our posters, (where applicable) give your staff the letters, and put some of our leaflets out. It is important that bookings are taken, but if you have enough to do, we can do it ourselves, by telephone or email – we'll adjust what our posters say

in order to direct people to wherever the bookings are being taken. And that's it! Once set up, all you have to do is wait until we arrive!

What do people having the test experience?

We tend to find most appointments take about 20 – 25 minutes. When the member arrives, we will greet them and ask them to read and sign our disclaimer (on the website). We're very friendly – we'll make each person feel very welcome and relaxed.

Once the disclaimer is read and signed, the member is ready for their appointment. They remove their shoes and socks and put their foot in a machine that grips the heel (It's quite fun - it's bit like one of those foot measuring machines you had to put your foot in when you were little!) Sound waves pass through the heel. Each heel stays in the machine for about two minutes. During the scan, we ask the individual a number of relevant questions about their health, diet and activity levels. After the scan is completed on both feet, we print off the results and take time to explain exactly what they mean to them. We'll give advice, and answer any questions they have.

We give all individuals two copies of their results, which will give them the option to keep one and give the other to a GP or health care provider. The individual's results are placed inside an information pack, which is also full of practical suggestions to help them to maintain their bone density, including further reading, lifestyle and recipe suggestions. We wrote the information pack using the knowledge gained from our Master's degrees. This pack has far exceeded the expectations of individuals in all establishments that we have tested in.

The individual pays for the test at the end of the appointment, once they have received their information pack and are happy that all of their questions have been answered. We give our email address and telephone number to all customers, and encourage them to contact us if they think of any questions after we have left.

What we recommend to people after they have had a test?

For most people, we recommend exercises that have been scientifically proven to help to maintain, or even improve bone density, and reduce fracture risk. The equipment necessary to follow our advice is available in almost any fitness centre. For those that do not like working out in gyms, we can direct them to books and websites which will show them how to do it at home. We also give some lifestyle and dietary advice. For some individuals, our advice is not suitable – if this is the case we write a GP referral letter.

How far will you travel?

We live in Chester, but we travel about to work – so far we have been as far as Milton Keynes, Cardiff, and Leeds. We will travel further, as long as we can make it reasonably profitable. If, for example, we had a number of sites interested in having us visit that were a long way away from us, but close to each other, we could stay in that one area for a week or two. As long as there was enough interest, it's feasible that we could go anywhere on the mainland.

What do you wear?

We will wear a shirt, suit trousers or a skirt, and smart shoes. We DON'T wear nurses' uniforms – we approach bone density testing from a 'fitness' and 'health' angle, not a medical one. We see osteoporosis, in the vast majority of cases, as something that can be prevented through the correct exercise programming and the right diet.

Insurance

We hold public liability insurance for bone testing with a QUS heel ultrasound scanning device, through CMC Insurance Consultants. This is an extension to our usual insurance as fitness instructors/advisors, through Fitness Professionals, with a limit of indemnity £2,000,000 for any one event. We can you send copies of this, along with our qualifications, upon request.

Risk Assessment

We understand that you will have already undertaken a full risk assessment of any room that we should use. Our insurance covers any injury or hazard to the individual during the appointment; however, the entire appointment has negligible risk. We ensure that the power sockets are close to the machinery, meaning that the wires than come out of them are well away from the client. We also arrange the equipment to ensure that the client does not have to step over the wires. This means that there is no chance of them tripping – really, this is the only risk that we have to consider, assuming that there is no risk in the room we have been provided with.

Low Scores

We refer individuals with scores below a certain 'cut off point' to their GP. The test is a useful filter to enable the GP to decide who needs to be referred for further, more expensive, diagnostic scans.

As osteoporotic fractures are extremely costly to the NHS, heel ultrasound scanning is now recognised to be a valuable cost saving device as it screens out those individuals that do not need further treatment (costly diagnostic scans are not given to individuals that do not need them), but will be valuable in helping prevent fractures in those that do.