

## Outline of services

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## Details of the services including examinations

### **The specifics of our services include:**

- Primary care needs including prescribing (medication and appropriate vaccination administration) and onward referrals as needed for imaging or secondary care
- Blood tests, ECGs, Urine Tests, Peak flow measurements
- Covid 19 antigen swab tests (certificates issued if needed)
- Covid 19 antigen rapid point of care tests (lateral flow device) remote video consultation
- Covid 19 antigen rapid point of care tests (lateral flow device)
- Covid 19 antibody blood tests
- Health Checks - biometric assessment and blood and urine tests
- Flu vaccinations (seasonal)
- Work with diagnostic partners that are fully accredited in pathology and diagnostic services

## Location and hours of operation

### Locations

**Office address:**

4th Floor West, 22-25 Eastcastle Street, London, W1W 8DF

**Other locations:**

Client offices, individual's homes

### Hours of operation

**Customer support:**

24/7 customer support - phones, email, webchat

**Company operations:**

09:00-21:00 - LFD video

Monday to Saturday - Fulfillment services

09:00-18:00, weekdays - Office hours

## Completion of the request form

- Users/potential users will visit [patients.qured.com](https://patients.qured.com) to request a test
- New users will need to sign up with the following info:
  - Full name
  - DOB
  - Email address
  - Phone number
- During registration, users must consent to the terms and conditions which cover their consent for testing
- Upon completion of registration, users need to select the test(s) that are required
- Users will need to complete a travel declaration form including the following information, dependent on test type/reason to comply with DHSC requirements:
  - full name
  - sex
  - date of birth
  - NHS number (if known and applicable)
  - ethnicity
  - home address, including postcode, and the address at which they intend to reside in England (if different)
  - email address
  - telephone number
  - passport number
  - vaccination status
  - the date of their arrival in the UK
  - their coach number, flight number or vessel name (as appropriate)
  - the date on which they last departed from or transited through a country or territory outside the common travel area
  - the country or territory they were travelling from when they arrived in the UK, and any country or territory they transited through as part of that journey
  - the sample specimen ID number
  - the purpose of the test – this must include whether the test was for an amber list or green list arrival and whether the test was for day 2, day 8 or Test to Release
- Users will then need to select a delivery method. Depending on the test type/reason, the following may be available:
  - Royal Mail
  - DPD
  - Courier (may be asked to select preferred courier delivery date)
- Users are, in descriptions of the delivery methods, clearly informed of delivery dates, subject to their testing schedule (e.g. Day 5, Day 2 + 8)
- Users will also be able to add tests for other individuals to the booking

- In this case, users must add the individual's relevant personal information and complete their travel declaration
- The user will then select their address for delivery or can add an alternative address
- The user then enters their payment details
- There is an optional field for promotional/discount codes which may be advertised through referral partners or in marketing activities
- The user then confirms their booking(s) and is sent relevant information confirming their booking(s) via email

## Requirements for consent

If the individual in question is a B2C customer, they will be prompted to read and confirm their understanding of the terms and conditions, which covers the consent for testing.

[Terms and Conditions](#)

[Supplemental Terms and Conditions for Covid-19 tests](#)

If the individual in question is being tested as part of a B2B clinic, they will be required to fill and complete a paper consent form, which covers the consent for testing and a third-party data-sharing agreement between Qured and their employer. The agreement is shown below.

**THIRD PARTY ACCESS – SHARING OF INFORMATION CONSENT FORM**

The completion of this form will authorise Health Technologies Ltd T/A Qured to discuss the result of your covid test with the third party named in Section 2 and any needed onward notification to Public Health England as per government guidance.

This consent form will be scanned onto your Qured medical records but you can withdraw this consent at any time by contacting Qured.

**SECTION 1: Details of the Patient**

Patient's full name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Contact Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION 2: Details of the named third party (Please ensure you state your employer)**

Company Name:

**PERMISSION GRANTED -**

- I give permission for all staff at Health Technologies Ltd T/A Qured to share information with the group named in section 2.
- I give permission for the practitioner to take and record my temperature.
- I give permission for the practitioner to do the Covid-19 PCR swab test.
- I give permission for the practitioner to do the Covid-19 Antibody test.
- I give permission for the practitioner to do a Covid-19 rapid point of care test. I understand that the intended use of the test is for symptomatic patients. Therefore, a negative test does not negate the need to follow government social distancing guidelines.

**Please allow access:**

- Indefinitely
- Please specify when valid until .....

**Signature:**

Patient's Signature: \_\_\_\_\_

Date of Application: \_\_\_\_\_

## Transportation of samples

### **In-clinic tests**

In the instance of clinics, used test kits are sealed in biohazards bags, and transported in a closed bag/box by the Practitioner back to Qured HQ and then couriered to the lab on the same day.

### **Postal tests**

The packaging and postage of all test kits sent out by the Qured operational team adhere to the strict guidance from PHE ensuring all 3 receptacle requirements are met.

### **Courier tests**

In the instance of courier tests, used test kits are sealed in biohazards bags, and transported in a closed bag/box by the courier back to Qured HQ and then couriered to the lab on the same day.

## Sample rejection criteria and factors affecting the performance of examination

PCR Test sample rejection may be due to a number of reasons, i.e. the sample provided was non-optimal to determine whether individuals are infected with the virus. This can be due to leakage or damage in transit providing insufficient sample volume for testing, labelling issues, stability time exceeded, expired tubes, or no sample received. Factors such as consuming foodstuff 30 minutes prior to performing the swab and using oral hygiene products are not recommended prior to swabbing. In these circumstances, Qured notifies the patient and offers a 25% discount on a new test so that the individual can proceed with testing.

### **Qured's notification to the individual:**

Your coronavirus test result is **Rejected (pre-processing)**. The sample was damaged and the test could not be performed.

**For Pre-Departure Tests for Travel:** You must take another test to enable you to travel.

**For International Arrivals into the UK:** You must take another test or self-isolate for 10 days from the day you took your test.

**For Test to Release:** If you want to shorten your self-isolation period you will need to take another test for international arrivals. For more information, go to [Coronavirus \(COVID-19\): Test to Release for international travel](#)

You may be contacted to check that you are self-isolating.

If at any point you have symptoms you are concerned about or are worsening, especially fever, cough, shortness of breath or a loss of taste or smell, we advise that you speak to a doctor immediately. You can speak to your own GP or request a call from Qured GP during hours of operation. In the out of hours period, we advise you to call 111.

If you are struggling with your breathing and are finding it hard to complete sentences or do your normal activities due to breathlessness or feel faint - please call 999 immediately.

If you have any questions, please feel free to email us at [support@qured.com](mailto:support@qured.com).