

Preparing your customers for their medical screening

When applying for cover with us there may be scenarios where we need to ask your customer to attend a medical screening examination.

Proper preparation

Preparing your customer for their screening examination is key so they know exactly what to expect, what they'll need to have with them and to ensure any adjustments they may need, for accessibility, religious or cultural reasons, can be safely catered for in advance.

This ensures a smooth and seamless experience and a better overall result.

Your key need to know:

- If we decide a nurse screening or doctor medical examination is required, we'll arrange this through our third-party medical provider, Inuvi and we'll send you an update in your portal to let you know
- Inuvi will call your customer on the number provided on the application form. For this reason, it's always best to provide a mobile number.
- They'll then arrange a mutually agreeable time, date and location for the screening with your customer
- If it's a nurse screening, these will usually be held at your customer's own home
- Inuvi will send your customer appointment reminders by SMS in the run up to their screening, along with links to useful information
- Help ensure the best possible experience for your customer by sharing a copy of our [customer guide to medical examinations](#).

You'll find everything your customer needs to prepare and so much more besides in our handy [guide](#), making it easy for you to do business with us and ensuring a better, more inclusive experience for your customer.