

## **HCP FAQs - HORMONE HEALTH SALIVA TESTING**

### **Q. What is a Hormone Health kit?**

**A.** Hormone Health kits allow providers and patients access to 19 individual and panel hormone tests to enable access to convenient, reliable, and non-invasive assessments to understand underlying hormone levels. A single kit provides access to all the testing products that are part of this portfolio. Steroid hormones can have a wide range of effects, including on energy levels, mood, weight, sexuality, reproduction, and more. Too much or too little of any one hormone can cause a hormonal imbalance, resulting in a variety of symptoms.

Hormone imbalance may be a result of illness or may produce symptoms and biochemical changes that contribute to illness. Saliva hormone testing is a convenient method to determine bioavailable hormone levels and to help uncover underlying hormone imbalances.

### **Q. What tests are available by collecting with Hormone Health kits?**

**A.** Hormone Health testing kits provide a variety of panels and individual hormone tests to meet assessment needs.

- Endo Complete + Melatonin Cortisol (Morning, Afternoon, Evening, Bedtime), Progesterone, Testosterone, Estradiol, DHEA-S Melatonin (Daytime)
- Female Endo Complete Cortisol (Morning, Afternoon, Evening, Bedtime), Progesterone, Testosterone, Estradiol, DHEA-S
- Female Endo Plus Cortisol (Morning, Bedtime), Progesterone, Testosterone, Estradiol, DHEA-S
- Female Endo Basic Cortisol (Morning), Progesterone, Testosterone, Estradiol, DHEA-S
- Male Endo Complete Cortisol (Morning, Afternoon, Evening, Bedtime), Testosterone, Estradiol, DHEA-S
- Male Endo Plus Cortisol (Morning, Bedtime), Testosterone, Estradiol, DHEA-S
- Male Endo Basic Cortisol (Morning) Testosterone, Estradiol, DHEA-S
- Adrenal Panel Cortisol (Morning, Afternoon, Evening, Bedtime), DHEA-S
- Cortisol Panel Cortisol (Morning, Afternoon, Evening, Bedtime)
- Melatonin Panel Melatonin (Daytime, Nighttime)
- Cortisol (morning)
- Cortisol (afternoon)
- Cortisol (evening)
- Cortisol (bedtime)
- Progesterone
- Testosterone
- Estradiol
- DHEA-S
- Melatonin (daytime)

### Q. Who is this test for?

A. Following launch, this test will primarily be available for patients of naturopathic doctors. Client availability will be expanded over time. It is useful for patients who prioritize their health and are interested in exploring their overall wellness and the options to improve it through understanding their hormone health.

### Q. How can the kit be ordered?

A. Test kits may be ordered by contacting [HCPkitordering@lifelabs.com](mailto:HCPkitordering@lifelabs.com) with your LifeLabs® account number, shipping address, and number of kits required.

If you do not have a **LifeLabs® Account number**, you will be asked to set one up before kits are shipped to you. For more information on setting up an account to access Hormone Health products, contact [info@rmaalab.com](mailto:info@rmaalab.com).

A **Launchpad account is required to receive results**. The RMA team will provide information on set up as soon as you have received a LifeLabs® account. This may take some time and must be completed to access result reports.

### Q. Is there a cost to the patient for completing the kit?

A. LifeLabs® will invoice healthcare providers directly for the cost of the test once results are available through Launchpad. No request for payment will go directly to patients.

### Q. Do patients have to pay for postage to send in the kits?

A. Each kit includes a pre-paid Canada Post Express Post shipping label as well as the required shipping materials. Therefore, **no additional shipping costs will be incurred**.

**Please note: Patients must affix the prepaid shipping label before sending the samples back to LifeLabs®; the XpressPost bag itself does not provide free shipping.**

### Q. What if the sample that arrives in the lab does not contain enough saliva/is considered not sufficient?

A. If there is insufficient sample to perform testing, there is an issue with sample quality, or another issue occurs, you will be contacted to arrange a recollection with your patient.

**Q. What is the expected turnaround time for obtaining results after the sample arrives at LifeLabs®?**

**A.** Turnaround time for samples once they arrive at LifeLabs® is between 7-10 days. Results will only be available for healthcare providers via Launchpad. This new program will only provide results digitally, so we encourage providers to ensure they have access to their current Launchpad account or sign up for one prior to sending samples to LifeLabs®. If samples are sent in prior to Launchpad account being set up, there may be a delay in report delivery due to time required to set up new accounts.

**Please contact [ITServiceDesk@lifelabs.com](mailto:ITServiceDesk@lifelabs.com) to set up a new Launchpad account or to check on the status of a current account.**

**Q. Is this only available for Ontario residents?**

**A.** The Hormone Health kits, and test menu are now available to naturopathic doctors nationally to most regions except BC. The service will be available to BC providers in early 2024.

**Q. Where can more information be found about this kit?**

**A.** For any questions not answered on the website about the test or sample collection, please contact Customer Care Centre.

Ontario: 1-877-849-3637

Saskatchewan: 1-888-333-0222