METABOLIC BALANCE

Labs & Blood Work Guide

FOR COACHES IN TRAINING

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Welcome!

This is such an exciting time as you embark on your own Metabolic Balance journey. I can't wait for you to feel the difference.

Metabolic Balance has been helping individuals achieve their health and weight goals for over 25 years, with the highest global success rate!

NEXT STEPS:

After reviewing this Guide, your next step is to complete your blood work. Your requisition form has been attached via email, and instructions are on the next pages.

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Instructions for Blood Work

ONTARIO

01.

COMPLETE BLOODWORK

Please click here to schedule an appointment at a LifeLabs clinic near you.

Be sure to have a paper copy of your requisition form when you visit the lab. We have attached your requisition form to this email for you.

YOU MUST FAST 8-12 HOURS PRIOR - ONLY PLAIN WATER IS PERMITTED

02.

CREATE LAUNCHPAD ACCOUNT

You can anticipate hearing from Life Labs Ontario to send you the instructions and login details for creating a LaunchPad account.

This is their online blood work pick-up portal where you will access client results in the future.

REACH OUT TO LIFELABS DIRECTLY IF YOU REQUIRE ASSISTANCE WITH LAUNCH PAD SETUP

Their IT Support team can be reached at:

1-800-465-6001

ITServiceDesk@lifelabs.com

03.

RETRIEVE BLOODWORK RESULTS

Please click here to retrieve your bloodwork results.

Results usually show up in your LaunchPad account within 24 hours.

THIS LINK WILL ONLY WORK AFTER YOU HAVE CREATED YOUR LAUNCHPAD ACCOUNT AND INSTALLED THEIR SECURITY CERTIFICATE

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Instructions for Blood Work

BRITISH COLUMBIA

01.

COMPLETE BLOODWORK

Please click here to schedule an appointment at a LifeLabs clinic near you.

Be sure to have a paper copy of your requisition form when you visit the lab. We have attached your requisition form to this email for you.

YOU MUST FAST 8-12 HOURS PRIOR - ONLY PLAIN WATER IS PERMITTED

02.

CREATE LAUNCHPAD ACCOUNT

You can anticipate hearing from Life Labs BC to send you the instructions and login details for creating a LaunchPad account.

This is their online blood work pick-up portal where you will access client results in the future.

They will send you the "Excelleris Health Care Provider Acceptable Use Acknowledgement" form - please select 'Launch Pad' for the distribution option & send the completed form back to Excelleris.

REACH OUT TO EXCELLERIS DIRECTLY IF YOU REQUIRE ASSISTANCE WITH THE FORM

Their IT Support team can be reached at: 1-866-728-4777 or Support@Excelleris.com

03.

RETRIEVE BLOODWORK RESULTS

Please click here to retrieve your bloodwork results.

THIS LINK WILL ONLY WORK AFTER YOU HAVE CREATED YOUR LAUNCHPAD ACCOUNT AND INSTALLED THEIR SECURITY CERTIFICATE

Results usually show up in your LaunchPad account within 24 hours. If the results do not show up or you are missing a result, you may reach out to the Life Labs Team per Email

ContractServicesBC@lifelabs.com

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Instructions for Blood Work

ALBERTA

01.

COMPLETE BLOODWORK

Please review the Location Lists and schedule an appointment at a DynaLife Laboratories location near you.

- Location List #1 - Edmonton & Surrounds
- Location List #2 - Calgary & Surrounds

We have two different requisition forms for DynaLife, depending on the lab location:

- Location List #1 - Edmonton & Surrounds - Requires DynaLife Requisition Form
- Location List #2 - Calgary & Surrounds - Requires Transition DynaLife Requisition Form

Be sure to have a paper copy of your requisition when you visit the lab. The correct requisition form for your area has been attached to this email. Should you require the other one, please reply to this email.

REMINDER:
YOU MUST FAST 8-12 HOURS PRIOR - ONLY PLAIN WATER IS PERMITTED

02.

CREATE PROTONMAIL ACCOUNT

This is a free email account and a secure way to deliver blood results.

The lab will fax the results to our office and we will send them to you on your Proton email address.

Results usually show up automatically within 12 hours. Please email us your clients name if no results arrive in your email inbox automatically.

REACH OUT TO DYNALIFE DIRECTLY IF YOU REQUIRE ASSISTANCE WITH THE FORM

Faye.Chambers@DynaLife.ca will assist you via email.

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Lab Contact

Below is a list of all of the Canadian Laboratories with whom we work with. You may reach out to them directly if you have a missing report or received incomplete blood work results. Make sure to indicate that you are a Metabolic Balance Coach.

AB

DYNALIFE LABORATORY, ALBERTA

Faye Chambers: Faye.Chambers@dynalife.ca
Marina Bischler: Marina.Bischler@dynalife.ca

BC

LIFE LABS, BRITISH COLUMBIA

ContractServicesBC@lifelabs.com
For technical issues with LaunchPad, please contact 1-866-728-4777 or support@excelleris.com

ON

LIFE LABS, ONTARIO

ContractServicesON@lifelabs.com
For technical issues with LaunchPad please contact LifeLabs IT Service Desk at 1-800-465-6001 or ITServiceDesk@lifelabs.com

QC

BIRON, QUEBEC

imarquez@biron.com
Josée Thifault:
jthifault@biron.com

QC

DYNACARE, QUEBEC

Customer_Service_Montreal@dynacare.ca

SK

LIFE LABS, SASKATCHEWAN

Robin Lowe: Robin.Lowe@lifelabs.com

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Blood Work

3 SCENARIOS

SCENARIO #1

The client has blood work done and nothing shows up flagged High or Low. If the client decides to share the blood results with their own Medical Doctor, then the blood work can be handed out along with our MD Info Page- Go to Resource Library - Your Metabolic Balance to find the MD Info Page.

SCENARIO #2

The Blood work comes back and something is indicated by the Lab as HIGH or LOW. Our doctor decides if a medical follow up is required or not... This means that our doctor- who is the requesting physician – is responsible to report to us, if a client needs a medical follow up due to High or Low results or not. This is the reason why he is hired by Metabolic Balance – to overview the blood results.

In the case that the HIGH or LOW results are not clinically significant, meaning, they do not require a medical follow up – then our doctor will not even think about reporting this result to us as it is not clinically significant.
There are many examples like that – that's why our doctor needs to be the one – and the only one, reaching out to us to indicate whether a medical follow up is required or not. Otherwise, we would risk that we scare the client over something not important. Furthermore, the coach is not legally allowed to make comments about the blood work.

Now in that case, if the client wants to show those 'not clinically significant' results to their doctor, then the MD Info Page is also handed out along with the blood results. There are 3 different letters so please watch out for the province they apply to. Find MD Info Page here: Resource Library - Your Metabolic Balance

SCENARIO #3

The blood report comes back and there are dangerously high or low results in the report. In cases like that, our doctor reaches out to us and I inform the coach. Then the coach sends me the client's Medical Doctor information (Name Address, Phone) and our doctor writes a personal letter to the client's doctor and starts a conversation as well as attaches the blood work.

These are 3 the scenarios that can happen.... You will see plenty of reports with 10-15 High or Low results. Please never inform the client before speaking to us / our doctor because you are not supposed to 'Read' clients blood other than using it for the Meal Plan.

IMPORTANT REMINDER: *Metabolic Balance only accepts clients who are assigned to a Medical Doctor, who could potentially be involved, if 'Scenario 3' occurs. If a person does not have a medical doctor, it is not permitted to take her / him on as a Metabolic Balance client. This is a protection for you as well as us and there cannot be any exception.*

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FAQs

ONE OR MORE BLOOD MARKERS ARE MISSING IN THE REPORT, CAN I STILL REQUEST THE PLAN?

When one or more blood markers are missing, you will not be able to request your client's plan. All mandatory fields from the Metabolic Balance portal need to be properly filled in.
Blood markers can be missing for many different reasons (e.g., incomplete initial requisition, lab error, hemolyzed blood marker, derived blood markers cannot be calculated, etc.). Please reach out to the lab directly to evaluate what solution may apply. Please provide the lab with the full client's name, date of birth and date of blood collection. The lab will then be able to help.

Please find the contact person for your lab HERE

Client Consent (Alternative): In some cases, if obtaining a new blood sample is challenging, you may consider seeking written consent from your client to use a 'random middle-range' number for the missing result. However, this option should only be pursued when the client agrees to it. It's not the preferred method, as it may not provide entirely accurate data.

WHAT SHOULD YOU DO WHEN A BLOOD RESULT IS MISSING IN THE LAB REPORT?

If blood markers are missing from the lab report, you need to contact the lab directly to evaluate what solution may apply. You then need to provide the lab with the client's full name, date of birth and date of blood collection. Usually, they can still access the sample and report the missing result if it is not too long ago. The lab will then be able to help.

Please find the contact person for your lab HERE

WHY IS THE SYSTEM FLAGGING ONE OR MORE BLOOD RESULTS IN RED?

After you fill in all the necessary blood markers and save your entries, the system may snag one or several markers as out-of-range. The system may then invite you to take responsibility for these out-of-range values by opting for a manual plan request.

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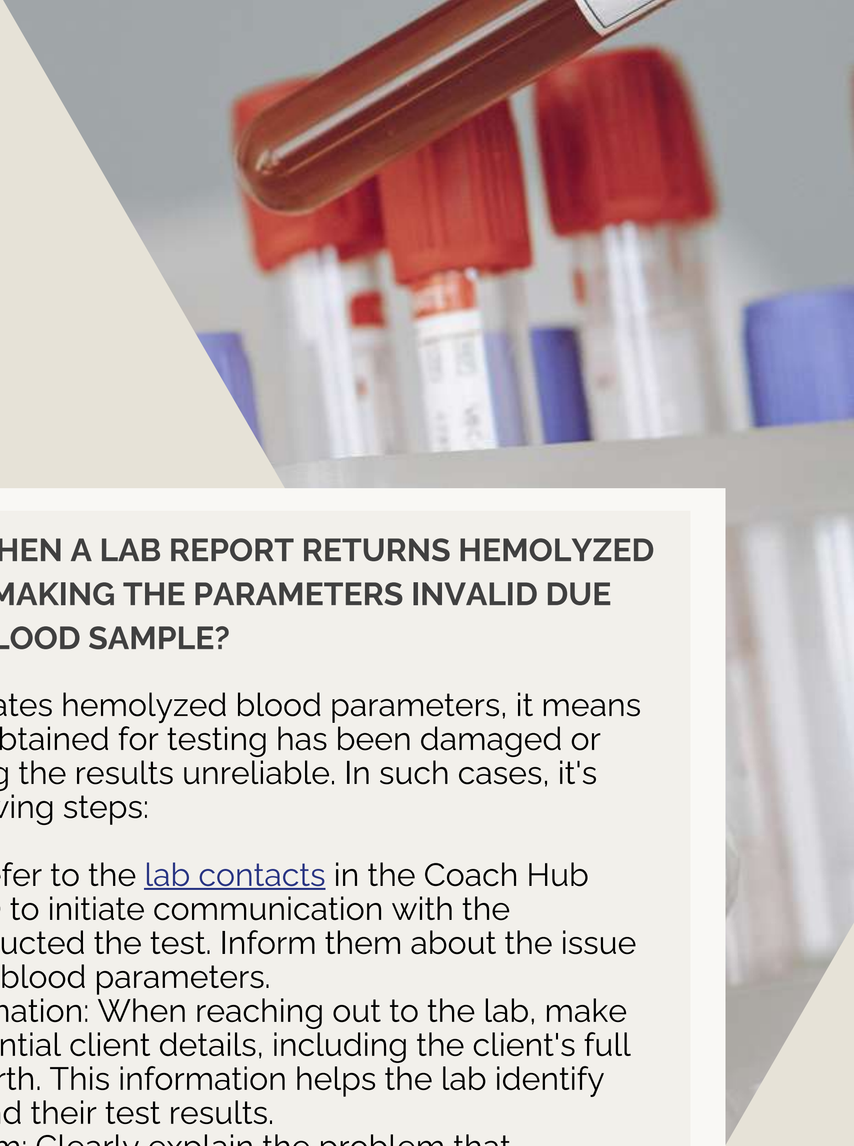
FAQs



WHAT SHOULD I DO WHEN A LAB REPORT RETURNS HEMOLYZED BLOOD PARAMETERS, MAKING THE PARAMETERS INVALID DUE TO A COMPROMISED BLOOD SAMPLE?

When a lab report indicates hemolyzed blood parameters, it means that the blood sample obtained for testing has been damaged or compromised, rendering the results unreliable. In such cases, it's crucial to take the following steps:

1. Contact Lab: First, refer to the lab contacts in the Coach Hub (Labs & Blood Work) to initiate communication with the laboratory that conducted the test. Inform them about the issue with the hemolyzed blood parameters.
2. Provide Client Information: When reaching out to the lab, make sure to provide essential client details, including the client's full name and date of birth. This information helps the lab identify the specific client and their test results.
3. Describe the Problem: Clearly explain the problem that occurred, which is the presence of hemolyzed blood parameters in the test results. It's essential to communicate the compromised nature of the sample.
4. Request Retest: Request the lab to organize a retest for the affected parameters. A retest will provide accurate and reliable results for those specific tests.
5. Lab Assistance: The lab staff is typically experienced in handling such situations. They will assist you in resolving the issue by providing you with a one-time requisition form for the missing tests. This form will ensure that the client can undergo the necessary testing again.

Client Consent (Alternative): In some cases, if obtaining a new blood sample is challenging, you may consider seeking written consent from your client to use a 'random middle-range' number for the missing result. However, this option should only be pursued when the client agrees to it. It's not the preferred method, as it may not provide entirely accurate data.

In summary, when dealing with hemolyzed blood parameters in a lab report, it's essential to promptly communicate with the lab, provide client information, describe the problem, and request a retest. The lab's assistance will be instrumental in ensuring accurate and reliable test results, which are crucial for requesting a personalized Metabolic Balance plan.

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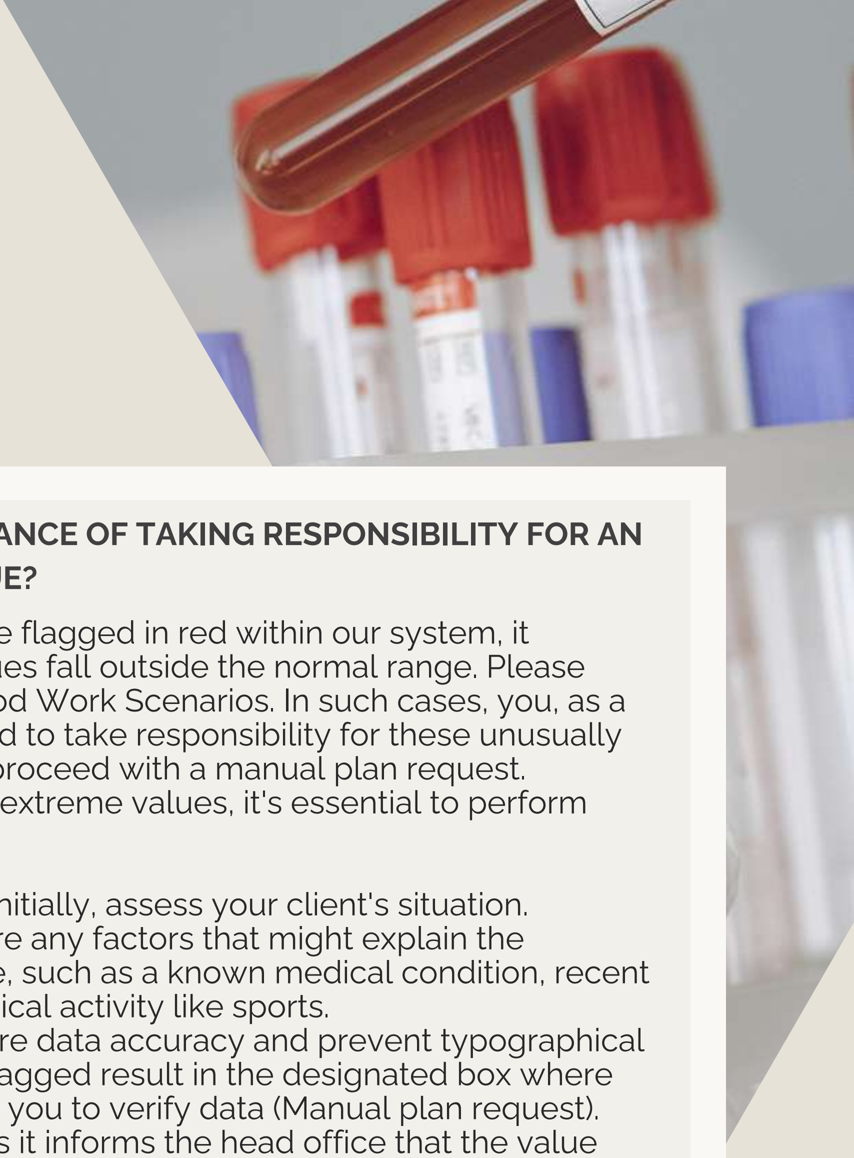
FAQs



WHAT IS THE SIGNIFICANCE OF TAKING RESPONSIBILITY FOR AN EXTREME BLOOD VALUE?

When blood markers are flagged in red within our system, it indicates that these values fall outside the normal range. Please have a look at the 3 Blood Work Scenarios. In such cases, you, as a coach, may be prompted to take responsibility for these unusually high or low values and proceed with a manual plan request. Before endorsing these extreme values, it's essential to perform certain steps:

1. Client Assessment: Initially, assess your client's situation. Determine if there are any factors that might explain the extreme blood value, such as a known medical condition, recent injury or recent physical activity like sports.
2. Verification: To ensure data accuracy and prevent typographical errors, repeat the snagged result in the designated box where the system requests you to verify data (Manual plan request). This step is crucial as it informs the head office that the value wasn't entered erroneously.

By taking responsibility for extreme blood values, you're acknowledging the need for a manual plan request, but it's equally vital to verify the data and consider any relevant client factors before proceeding. This diligence ensures that the client's health assessment is accurate and comprehensive.

THE LAB COULDN'T CALCULATE THE LDL-CHOLESTEROL VALUE DUE TO HIGH TRIGLYCERIDES (TG). WHAT SHOULD I DO NEXT?

If TG levels are too high, consider alternative methods for assessing LDL-Cholesterol. You can find best practices here. Please note that our lab employs only one calculation method and will not provide calculated LDL-Cholesterol when TGs are too high. The traditional Friedewald equation is invalid with TGs greater than 4.5 mmol/L. However, the Sampson-NIH2 equation can be used with TGs up to 9 mmol/L.

Alternatively, with the client's agreement, you can enter the high-end range of LDL-Cholesterol as indicated in your lab's range on the client report, allowing you to proceed with the plan request. However, please be aware that this option may not provide entirely accurate data.
Remember, all blood values required for creating a plan must be filled in. Leaving any fields blank or with a "0" will result in the plan request being returned to you for correction by the head office.

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FAQs

HOW OLD CAN A LAB REPORT BE TO QUALIFY FOR A PLAN REQUEST?

A lab report cannot be more than 2 months old to qualify for a Metabolic Balance plan request.

HOW LONG DOES THE CLIENT HAVE TO FAST BEFORE THE BLOOD TEST?

8 to 12 hours. Only drinking plain water is allowed during this time.

WHAT TO DO AND WHOM TO CONTACT IF ANYTHING IS GOING WRONG WITH THE LAB?

Please find the contact person for your lab HERE

MY CLIENT IS AT THE LAB AND THE STAFF IS ASKING FOR DR. IRA'S ADDRESS:

Tell your client that the staff at the lab needs to call Contract Services immediately. This is an internal number where the staff that is lost gets the answer directly from the correct department. Everything the staff needs to know is on the requisition form and therefore they should not ask for the Doctors Address.

The address is: Lawrence Ave, Toronto, if that is the only solution that the staff accepts.

MISSING REPORT IN LAUNCHPAD WHAT SHOULD I DO?

If you are not seeing your client's report in your Launch Pad account, it means that the staff at the lab forgot to enter your name as a cc of the report. In a case like that, reach out to your lab contact person who can then upload the report for you. This will take less than 5 minutes.
Please do not call the lab directly, email them instead. The staff is not trained for third-party accounts like ours. That is why we have actual contact persons who know what to do in certain situations.

ON contact: contractserviceson@lifelabs.com
BC contact: contractservicesbc@lifelabs.com