

What to Expect + FAQs

Welcome to Lume Women + Health. We're glad you're here. This guide walks you through what to expect before, during, and after your Personal Health Assessment (PHA), and answers some of the questions we hear the most, so you can feel informed every step of the way.

What To Expect

What is the PHA? Lume's Personal Health Assessment (PHA) is a **comprehensive, women-specific executive health assessment** designed to give you a clear, proactive picture of your health along with a personalized plan and coordinated next steps.

Booking + Intake After you book, you'll be supported by **Lume's professionally trained Care Team.** You'll have an intake call to:

- Review your health history and goals
- Confirm your appointment details
- Coordinate any pre-visit requirements (e.g., labs and screening)

Pre-Visit Testing (when applicable) Some components are completed before your in-clinic day to ensure your physician has the right information to review with you. Your Care Team will guide you step-by-step.

Your PHA Day (In-Clinic)

Your PHA day takes place in-person at Lume's Toronto clinic. You'll move through a structured 5-hour assessment experience with Lume's clinical team, followed by a physician consultation to connect the dots and outline your plan. We recommend eating a light breakfast before your appointment. **For a full overview of your PHA day, [click here.](#)**

What To Wear Comfortable clothing is ideal. Please bring exercise clothes and running shoes for your strength and fitness assessment. If anything requires changing or a gown, the team will guide you.

What To Bring Prescription eyewear, medications (including supplements, inhalers, etc.) your most recent immunization records, and any other medical records you may have.

What Comes Next You'll leave with clarity on priorities and next steps. Where appropriate, Lume will help coordinate:

- Follow-up testing
- Specialist referrals
- Options for Ongoing Care or;
- Continuity with your primary care provider (with your consent)

What to Expect + FAQs

FAQs

Eligibility

Do I need to be in perimenopause or menopause to do a PHA?

No. The PHA is designed for women of all ages who want a proactive, prevention-forward view of their health.

Do you see men or children?

Lume is a women's health clinic, and the PHA is intended for adult women.

Are your physicians and practitioners female?

Lume is delivered by an all-female care team intentionally designed to create a space where women feel understood and supported.

Screening + Imaging

Does my mammogram happen on-site at Lume?

No. Mammograms are coordinated at a nearby medical imaging clinic.

Why doesn't Lume do mammograms on-site?

This is intentional. We coordinate mammograms through the **Ontario Breast Screening Program (OBSP)** so women stay in the provincial screening system. That supports:

- **Continuity + recall:** OBSP keeps you on routine screening and sends reminders.
- **Consistent reporting pathways:** standardized processes and established follow-up routes if further imaging is needed.
- **A record that follows you:** your screening history stays connected to the provincial program rather than being siloed in a private clinic.

Lume's role is to make it seamless—coordinating timing, booking, and follow-through.

Will my mammogram be on the same day as my PHA?

Lume will coordinate timing as close to your PHA as possible. Same-day scheduling depends on eligibility and imaging availability.

Does the PHA include an abdominal or transvaginal ultrasound?

Not routinely. Lume follows an evidence-based approach and avoids tests that often lead to incidental findings, additional procedures, and unnecessary anxiety without clear benefit. If imaging is clinically indicated based on your history, symptoms, or exam, your physician will recommend it and Lume will coordinate the referral.

What to Expect + FAQs

Care Model

Does Lume replace my family doctor?

No. Lume does not replace your family physician. If you have a primary care provider, we can share relevant summaries and recommendations (with your consent) to support continuity.

Records + Continuity of Care

Can I transfer my records to Lume?

Yes. If you have prior results (bloodwork, imaging, specialist reports, etc.), sharing them can be helpful and may reduce repeat testing.

How do I transfer my records?

The simplest approach:

1. Tell your Care Consultant what you have (e.g., prior executive health report, recent labs, imaging, specialist notes).
2. Lume will provide the secure method to share documents (and any forms required).
3. If needed, Lume can also support you with the right wording to request records from another clinic/provider.

Can Lume send my PHA results to my family doctor?

Yes - with your consent. If you have a family physician (or nurse practitioner), Lume can share a summary of findings and recommendations to support continuity.

Do you coordinate referrals?

Yes. If follow-up testing or specialist care is recommended, Lume can help coordinate referrals and keep your next steps organized.

Do you provide both in-person and virtual care?

Yes. The PHA day is completed in-person at the clinic. Intake and follow-ups are often completed virtually, depending on what's appropriate.

Accommodations

Can you accommodate people with disabilities?

Yes. Please share any accessibility needs in advance so our team can plan appropriately.

What languages do your clinicians speak?

Languages vary by provider. If language is important for your care, let us know and we'll do our best to match appropriately.

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Logistics



- Where is Lume located?** 175 Bloor Street East, South Tower, Suite 1200, Toronto, ON
- Parking and public transit** We're easily accessible by TTC (near the Bloor-Yonge subway hub). Paid parking options are available nearby.
- What if I don't live in Toronto?** Many steps (like intake and follow-ups) can be completed virtually, but the PHA day is completed in person at the Toronto clinic. Connect with our care team and we'll help make the pathway smooth if you're coming from out of town.

Other

- Can my partner/support person come with me?** If you'd like someone to join you for support, we can often accommodate them for discussion portions where appropriate. Some clinical components may require privacy and consent.
- What is your cancellation policy?** If you need to reschedule your appointment, please provide at least **five business days' notice** to the clinic to avoid cancellation fees. In the event of no shows, the deposit cannot be refunded. Your Care Team will confirm the details at the time of booking and in your confirmation materials.



Still have questions?
Our Care Team is here to help.

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