

# Health Assessments

## Frequently Asked Questions

### Pre/During Assessment

#### I want to cancel my appointment/ make an appointment

If you need to rearrange or cancel your appointment please telephone **08452 30 20 40** or email **centralbookings.wellbeing@nuffieldhealth.com**. Our team will be pleased to help.

#### Will I get charged if I cancel my appointment?

Unfortunately, if you cancel with less than three full working days notice (including the day of your appointment), 50% of the fee will be charged. So to cancel or rearrange a 2pm appointment on a Tuesday, you'll need to call before 2pm on the preceding Thursday. The full fee will be charged if you fail to attend or arrive very late without letting us know in advance.

#### What types of health assessments are available?

There are four health assessments available:

- **Lifestyle Health Assessment**
- **Female Health Assessment**
- **360 Health Assessment**
- **360+ Health Assessment**

#### How long will the assessment take?

This will depend on the type of health assessment you are having. Female and Lifestyle health assessments take 1 hour, a 360 assessment will take 2 hours and a 360+ assessment will take 3 hours. A mammogram can be added to Female, 360 or 360+ assessments (If clinically indicated and normally only for those 40 years of age or over) this would last for an additional 30 minutes (15 minutes at London West End).

#### How soon will I get my results?

Many of the test results will be available at the time of attendance and your clinical team will discuss these with you. A full results report, along with recommendations and health facts sheets will be sent to you by post, or will be available on your personal web page, within two weeks.

#### Can I refuse any part of the assessment?

You have the right to decline any test, that you are not comfortable with.

#### Are there any restrictions on booking a mammogram?

For Female, 360 and 360+ assessments, a mammogram is available annually for women aged 40-49 years and every two years for women aged 50 years and over. It can be performed even if you are on the NHS programme but there must be a minimum of 1 year in between mammograms. It is not appropriate for women under 40 years of age.

#### Do I need to print my online questionnaire?

No, if you complete your questionnaire online it will automatically be available to your screening clinicians at your assessment.

#### What happens if I cannot have my smear test on the day of the assessment/ I get my period?

If your appointment is outside of the three full working days cancellation notice, you can contact Central Bookings to rearrange your appointment, otherwise we would recommend attending your appointment and your screening clinician can arrange a return visit.

#### I have not received my confirmation pack

Please telephone **08452 30 20 40** or email **centralbookings.wellbeing@nuffieldhealth.com** and a confirmation pack will be resent.

#### How long must I not eat for - can I have tea/coffee etc?

Please try not to eat anything for the four hours prior to your appointment and only drink water. This will help ensure that your blood tests are as accurate as possible (even if you drink a cup of coffee, the combination of coffee and milk in your drink can affect your cholesterol readings).

#### What should I wear?

You only need to bring suitable clothing such as a loose top, tracksuit or shorts and trainers to change into if you are coming for a 360+ assessment which includes undertaking a cardio respiratory exercise on either an exercise bike or treadmill. You'll be able to use our changing facilities, and in most locations shower facilities with fresh towels and toiletries are available.

#### Can I take exercise/smoke/take a long-haul flight/drink/give blood before my assessment?

We advise if possible not to exercise before the assessment. Exercise may affect the results of the urine analysis, body composition and blood pressure measurements and therefore should be avoided for 12 to 24 hours before the assessment. If you usually smoke you can continue to do so. We advise you not to take a long-haul flight, as many of your tests may be affected for 48 hours after the flight. You may drink water but we ask you to please avoid tea, coffee and fruit juices. Please do not give blood before your health assessment.

#### Are there any age restrictions for having a health assessment?

There is a minimum age restriction of 18 years old. We cannot perform health assessments on anyone under 18 years of age. There is no upper age limit. Some of our sites also do not allow under 18s on the premises. Please check with us if you are planning on bringing someone under the age of 18 with you to your assessment.

#### What do I have to do with the FOB/ Blood in stool kit?

There is an instruction sheet in your FOB kit, which explains the procedure to follow. We recommend you complete your kit and take it with you to your health assessment for testing. If you cannot complete it in time for your health assessment, please post it back for the attention of your screening physiologist at your screening centre.

# Health Assessment FAQs

## Do I need to fill in all four days of my food diary?

No, you have the option of recording 1, 2, 3 or 4 days of the diary - obviously, the more days you complete the better our analysis of your diet will be. Please also ensure that you allow sufficient time to complete your food diary and stool sample tests on different days so that your dietary analysis is a reflection of your normal diet.

## What is my client reference and where can I find it?

Your client ID will be provided to you when you book your health assessment and will also be included on your booking confirmation details.

## I am pregnant - can I still have an assessment?

All assessments can be done, however your health assessment tests and advice will be on your pregnant state and not "normal" state. If you want to look at long-term issues, then it won't be relevant as the body changes so dramatically during pregnancy.

You will also not be able to undertake all the assessment tests. The 360+ assessment includes a treadmill test which isn't appropriate whilst pregnant. On a Female and 360 Health Assessment there are intrusive tests which aren't appropriate during pregnancy and your time with the doctor would likely mirror the time spent with your own GP. Some tests can also be difficult to diagnose from in the standard way as again, the body is so different during pregnancy. The Lifestyle Health Assessment is the most relevant but again we would be testing and advising you on your pregnant state and not on a "normal" state.

## Post Assessment

### I want to check where my report is/ I haven't received it yet

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com). Our team will be pleased to help.

### If I need to discuss something within my report, what can I do?

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com).

Our team will be pleased to help or pass your details onto your screening clinicians to advise you.

## What if I discover a problem after my assessment?

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com), and our team can advise you as appropriate.

## Is it possible to speak to the clinicians again or is there an "after assessment consultation"?

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com). Our team will be pleased to provide you with contact details for your screening clinicians or arrange for them to contact you directly.

## I want to pay my bill - what do I do?

You will be encouraged to pay for your health assessment at the time of booking your appointment. If not, please telephone **08452 30 20 40** and our team will be pleased to take your payment. You can also pay by cheque as detailed on your pro forma invoice.

## Web portal/IT specific

### I cannot get to the online portal/ how do I get online?

The details to register and complete your questionnaire are emailed to you on booking, including our 'client portal instructions' document.

If you have already registered, to log back in online please visit <https://client.nuffieldhealth.com>, enter your client ID, date of birth and password and then click 'login'.

### I have been locked out of my account for 24 hours - what do I do?

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com). Our team will be pleased to reset your account and/ or password.

### I've forgotten my password to the client portal

Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com). Our team will be pleased to reset a temporary password for you.

### How do I change my password?

To change your password you need to use the 'request a new password' option on the web portal and follow the onscreen instructions.

### I want to complete my online questionnaire but cannot register

To register, please go to <https://client.nuffieldhealth.com> enter your client ID and date of birth and then click 'register'.

When you click 'register' a temporary password will be emailed to you.

Click 'ok' to the 'temporary password has been emailed to you' message and you will be taken to the next section. Here you need to enter two security questions and answers (please note your security answers are case sensitive) and enter the temporary password you have been emailed (we recommend you copy and paste this from your email).

Enter a new personal password, which must include an upper case and lower case letter and also a number (please note your password will be case sensitive) and re-enter this password to verify it. Then click 'login'.

Please see 'client portal instructions' document. Note: If you need to navigate away from the portal during the registration process (for example to obtain your registration password from your email account) please open a new window.

### I cannot see all the questions

If you find that the top or bottom parts of the questionnaire are cut off, it could be due to your screen resolution. If you would like to try and change this, please try the following.

Minimise all your programs so that you are just looking at your desktop and right click in the space.

Click on 'properties' at the bottom and then 'settings' at the top. On the right hand side should be screen resolution and we recommend you increase it to at least 1152 pixels and then click ok.

This should help, but you may need to restart your computer so that changes can take effect.

In order to view your reports you will need Adobe Flash player/Acrobat Adobe Reader. You will need the latest version of Adobe Flash Player, minimum requirement is Flash Player version:9.0.124. A free download is available. Please follow the online instructions.