

# FAQs and preparing for your health assessment

## Pre/during assessment

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

If you need to rearrange or cancel your appointment, please telephone **0345 230 2040** or email **bookings@nuffieldhealth.com**. Our team will be pleased to help.

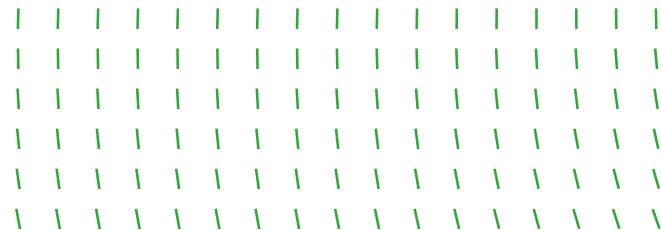
### **Will I get charged if I cancel my appointment?**

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 one hour, a 360 assessment will take two hours and a 360+ assessment will take three hours. If clinically indicated and normally only for those 40 years of age or over, a mammogram can be added to female, 360 or 360+ assessments and it will last up to 30 minutes. It may be possible to have this at the same time as your health assessment or alternatively you may have to rebook another appointment dependent upon availability.

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

Most of the test results will be available during your assessment and your clinical team will discuss these with you. Tests that will need to be sent away for further analysis, such as cervical smears and certain blood tests, will not be analysed in time to be discussed during the time of the assessment. These additional results are relayed within the report, unless a result requires your attention for a follow up, in which case you will be contacted by a health assessment doctor. A full results report, along with recommendations and additional advice will be available on your personal Trium® page within two weeks.

### **I don't want to have some of the tests, can I decline them?**

Yes – the clinician who carries out your health assessment will explain each test as they go. If you do not want to have the test, you can decline it.

### **Can I choose to have a male or female physiologist/doctor?**

You may request a specific gender for your doctor, and we will do our best to accommodate based on staffing and location. Unfortunately, we are not able to accommodate these requests for physiologists.

### **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 one year in between mammograms. It is not appropriate for women under 40 years of age.

### **Do I need to print my Trium® risk analysis or questions?**

No, if you've completed Trium®, our online health risk analysis, it will automatically be available to your screening clinicians at your assessment.

### **Will I have a smear test as part of my appointment?**

If clinically indicated, smear tests are currently offered to females during a 360, 360+ or female health assessment. However, in line with UK and international guidelines, a smear test will be done every three to five years, depending on your age, unless there is a clinical need to complete one earlier.

### **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 **0345 230 2040** or email **bookings@nuffieldhealth.com** and a confirmation pack will be resent.

### **Can I bring someone with me to my assessment?**

Yes – but space is limited and some of the questions and examinations can be intimate. You will need to consent to that person being privy to your results. Some of our sites do not allow under 18s on the premises so please check with us first if you are planning on bringing someone under the age of 18 with you to your assessment.



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

As long as you are not diabetic, you should not have anything to eat or drink other than water for 8–10 hours prior to your health assessment. It is advisable to continue to drink water as normal, as staying well hydrated will help you feel more comfortable, can facilitate many of the tests, and will ensure your blood results are as accurate as possible. If you are diabetic, please continue to eat and drink as normal. If you are pregnant, only fast if you are comfortable to do so and if there are no medical concerns in your pregnancy.

### **What should I wear?**

It is advised that you wear comfortable and flexible clothing (loose top/tracksuit/shorts) and trainers as you may be required to complete some form of exercise during your assessment.

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

- ♦ We advise not to exercise 12-24 hours before the health assessment if possible. Exercise may affect the results of the urine analysis, body composition and blood pressure measurements. Men eligible for a Prostate Specific Antigen (PSA) test should not exercise for 48 hours prior to the health assessment (see relevant section on PSA).
- ♦ 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.
- ♦ Drinking water prior to the health assessment can make it easier to accurately assess urine and blood samples, as well as blood pressure measures.
- ♦ We recommend waiting at least 12 weeks after giving blood before having a health assessment.

### **My health assessment includes a Prostate Specific Antigen (PSA) blood test. Is there anything I need to do to prepare for this?**

If you are a male over the age of 50, your health assessment may include a PSA blood test. A number of factors can affect the results of this test. It is important you read this information leaflet detailing the practicalities involved in PSA testing: click [HERE](#)

Your PSA blood test may need to be rescheduled if this guidance is not adhered to (all other health assessment blood tests can take place).

### **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.

### **Can I complete the exercise testing regardless of my medical history?**

Please note that some contraindications exist for fitness testing. These are based on your previous medical history, particularly your cardiovascular health, current medications and some parameters measured at the time of your assessment, such as your blood pressure.

For a full list of contraindications, please click [HERE](#)

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

Bowel cancer screening is available to males and females over 45 years of age. If you are eligible, a kit will be sent to you prior to the assessment, along with instructions for accurate completion. If you wish to discuss the results of this test during the assessment, it must be returned to us in the prepaid envelope five working days prior to your assessment. If received later than this point, the analysis may not be available for discussion during the assessment and your results will be sent to you in your health assessment report. However, you will be contacted by a health assessment doctor if the result requires your attention for follow-up.



### **What happens if I do not complete the risk analysis and questions on Trium®?**

We strongly encourage you to complete the online health risk analysis, Trium®, otherwise we won't be able to provide the same depth of analysis on certain areas of your lifestyle and the impact this will have on disease risk. If the health risk analysis is not completed, you may be asked to complete a paper-based questionnaire during the assessment in order to provide detailed feedback on clinically significant areas such as medical history, family history and lifestyle. This may reduce the time available with the clinicians.

### **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?**

Yes, our health assessments are more than just “know your numbers”. Many of your health metrics are likely to be different than usual during your pregnancy. However, our clinicians will be able to advise you on lifestyle considerations in order to optimise your wellbeing during your pregnancy and beyond.

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

When ready, your report will be uploaded to your Trium® account on [nuffieldhealth.com](http://nuffieldhealth.com). You will also receive a confirmation email to inform you that the report has been uploaded. Please telephone **0300 123 1406** or email [ask@nuffieldhealth.com](mailto:ask@nuffieldhealth.com) if you have any issues, our team will be pleased to help.

## **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 **0345 230 2040** and our team will be pleased to take your payment. You can also pay by cheque as detailed on your pro forma invoice.

## Trium®/IT specific

### I cannot create an account on Trium®/how do I get online?

The details to register and complete Trium® are included in your invitation email. If you have already registered, log back in online by visiting **nuffieldhealth.com**.

### I've forgotten my password – what do I do?

Please use the 'Forgot your password?' link to reset your password and you will be sent an activation code. If you cannot access your account, please telephone **0300 123 1406** or email **ask@nuffieldhealth.com**.

### How do I change my password?

Once you are logged in, you can change your password. Select the top menu item on screen top right (Hi xxxx), Select change password and follow the process on screen.

### I want to complete Trium® but cannot register

To register, please use the link in your invitation or booking email. If you have deleted this email in error, please telephone **0300 123 1406** or email **ask@nuffieldhealth.com** and a new email will be sent to you.

## Web queries

### How do I activate my Trium® account?

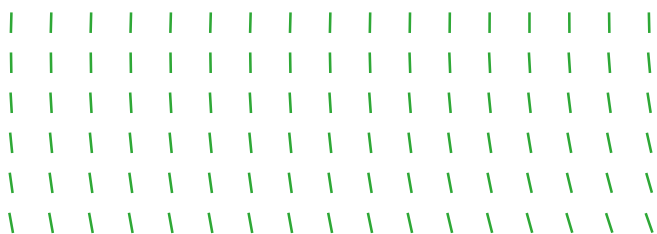
The details on how to register and complete Trium® are included in your invitation email. To access your health risk analysis questionnaire, you must follow the link in your invitation or booking email. If you already have a nuffieldhealth.com account for physio appointments or gym classes, please follow the link and log in using the password you have already created.

### I want to complete Trium® but cannot register.

To register, please use the link in your invitation or booking email. If you have deleted this email in error, please telephone **0300 123 1406** or email **ask@nuffieldhealth.com** and a new email will be sent to you.

### I have created a Trium® account on nuffieldhealth.com, how do I get back online?

If you have already registered for an account using your email address, you can log back in by visiting **nuffieldhealth.com**, and selecting PATH from the drop down menu on the top right (Hi xxxx).



### **I've forgotten my password – what do I do?**

Please use the 'Forgot your password?' link to reset your password and you will be sent an activation code. If you cannot access your account, please telephone **0300 123 1406** or email **ask@nuffieldhealth.com**.

### **How do I change my password?**

Once you are logged in, you can change your password. Select the top menu item on screen top right (Hi xxxx), Select change password and follow the process on screen.

### **Where do I access my report?**

When your report is ready, it will be uploaded to your Trium<sup>®</sup> account on NuffieldHealth.com. You will be able to download a PDF copy of your report from the dashboard at the end of your Trium<sup>®</sup> risk assessment questionnaire. If you have already completed the risk assessment you can get straight to your dashboard by clicking PATH from the drop-down menu on the top right (Hi xxxx) or clicking the report link in your notification email. If you cannot access your report, please telephone **0300 123 1406** or email **ask@nuffieldhealth.com**.

### **Can I use my login details from the old VI portal?**

If your last health assessment was before July 2018 you may have completed your previous pre-assessment questionnaire on our old VI portal. To access our new health risk questionnaire, which is replacing our old question set, please follow the details on how to register that are included in your invitation email.



Should you have any other questions please contact us on **0300 123 1406** or email **ask@nuffieldhealth.com**.