

# 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](mailto: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.

### **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 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 complete Trium online 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 the UK, European and American 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](mailto:bookings@nuffieldhealth.com) and a confirmation pack will be resent.

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

Ideally you should try not to eat or drink anything other than water 8–10 hours before the assessment. This will help ensure that your blood tests are as accurate as possible. Drinking some water prior to the assessment can help make it easier to accurately assess urine and blood samples, as well as blood pressure measures.

### **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 cardiovascular 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 not to exercise before the assessment if possible. Exercise may affect the results of the urine analysis, body composition and blood pressure measurements, therefore this 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. Drinking some water prior to the assessment can help make it easier to accurately assess urine and blood samples, as well as blood pressure measures.

### **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, so 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 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 if a result requires your attention for a follow up, you will be contacted by a health assessment doctor.

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

We strongly encourage that you complete the online health risk analysis, 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 will 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 will 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?**

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 graded exercise test which isn’t appropriate whilst pregnant. In 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.

### **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 <https://www.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 <https://www.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](mailto: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](mailto: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](mailto: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 <https://www.nuffieldhealth.com>, and selecting PATH from the drop down menu on the top right (Hi xxxx).

## Web queries (continued).

### **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](mailto: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 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 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](mailto: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.