



With you for the journey  
not just for the assessment

## Frequently Asked Questions

# Health Assessments

### What happens if I do not complete my questionnaire online?

We strongly encourage that you to complete your questionnaire online but do have paper copies available. However, if you opt to complete the questionnaire in paper format rather than online we won't be able to provide the same depth of analysis on some components such as nutrition, exercise, sleep, stress and flourishing. Nevertheless, we will still provide detailed review and feedback on clinically significant areas such as medical history, family history and lifestyle.

### 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 onto the Online Health & Wellbeing Assessment Portal/how do I get online?

The details to register and complete your questionnaire are emailed to you on booking, including our Online Health & Wellbeing Assessment 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 Online Health & Wellbeing Assessment 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 'Logging onto your secure Online Health & Wellbeing Assessment Portal'

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.