

Scanning Service

MRI, CT and PET scans

Just for **you**, the **policyholder**.

Phone **0345 345 4556** 8.30am-5.30pm, Monday to Friday except public holidays. (Calls will be recorded).

Please have **your** Westfield Health policy number ready when **you** call.

Our Scanning Service is provided by Alliance Medical Limited. **You** must contact the Westfield Health scanning team at Alliance Medical so that they can arrange the scan for **you**. They'll need a detailed referral from **your** consultant physician or consultant surgeon before they can book **your** scan appointment. **You** must travel to one of the Alliance Medical scanning sites. **You** may need to travel further for a CT, PET or specialised scan because they're only available at certain sites. The scanning service doesn't cover every type of MRI, CT and PET scan.

What's covered

- Unlimited MRI scans, at any Alliance Medical scanning site
- Unlimited CT scans, at selected Alliance Medical scanning sites
- One combined PET/CT scan in any consecutive 12 months, at selected Alliance Medical sites
- A copy of **your** PET scan images on a disc and a written report from a nuclear medicine consultant appointed by Alliance Medical, sent directly to **your** consultant

What's not covered

- Any scan that hasn't been arranged and supplied by Alliance Medical: the scan must not be booked by **you** or **your** consultant.
- Out of pocket expenses e.g. travel costs, meals or accommodation
- Urgent scans: this isn't an emergency service
- MRI scans if **you** have a metal object anywhere in **your** body e.g. a heart pacemaker; surgical clip; metal heart valve; cochlear implant; metal fragments in **your** eyes
- Heart scans; dental scans; virtual colonoscopy; interventional MRI scans; arthroscopy; CT calcium score; liver imaging with ferrous contrast agents e.g. Ferumoxides or Endorem
- Oncology scans, but **you** can be scanned if **you've** symptoms and cancer is suspected but hasn't been diagnosed
- Scans that need sedation or a general anaesthetic
- Scans if **you're** pregnant; weigh more than 133kg/21 stones; take Metformin (for diabetes)
- Scans while **you're** an **in-patient** or day case patient
- Complex scans. Scans that aren't covered by the scanning service include: arthrograms; scans that require the injection of a contrast medium; scans that need specialised scanning equipment; scans that need the assistance of an on-site radiologist for the scan or scan report. Although complex scans aren't included on **your** policy, if they have a suitable facility, Alliance Medical may agree to offer **you** free use of one of their scanners. This isn't guaranteed; they'll tell **you** if they've a suitable scanner that **you** can use. **You** must travel to the scanning site offered and pay Alliance Medical any extra costs e.g. the charge for the contrast medium and/or an on-site radiologist. Alliance Medical will explain how much **you'll** need to pay.
- Health screening; monitoring of a medical condition
- X-rays; ultrasound scans
- Scans outside the UK, Channel Islands or Isle of Man
- Exclusions (see General Terms and Conditions)

How do I ask for a scan?

Our scanning service is not a cash benefit: you must follow these simple steps so that the scanning team can arrange your scan.

Step 1

Alliance can only accept a referral from a consultant therefore, **you'll** need to see a consultant so that they can decide whether **you** need a scan.

Alliance Medical can only arrange the scan once they have all the necessary details from the referring consultant. **Your** consultant can send the scanning team a referral letter. To avoid any delays the letter must include all of these:

- The consultant's General Medical Council registration number
- The consultant's full address so that Alliance Medical can send them **your** scan images and report
- **Your** name, address and date of birth
- **Your Westfield Health account number**
- All **your** relevant clinical history
- Full details of the scan that **you** need
- Details of where the consultant would like the images and report to be sent via IEP (Image Exchange Portal).

If **your** consultant would prefer to have a form to complete Alliance Medical will be happy to send **you** one. A copy is on **your** My Westfield account. The consultant must sign the form or referral letter.

Step 2

Contact the Scanning Helpline, once you have the consultant's referral on **0345 345 4556** 8.30am-5.30pm, Monday to Friday except public holidays. **You'll** need **your** Westfield Health policy number. The scanning team will explain how the scanning service works.

Step 3

Your consultant's referral must be sent to Alliance Medical by email **nawestfield@alliance.co.uk** (to ensure that a valid practitioner has made the request, referrals by email must be sent from the consultant's business email address).

Step 4

When the scanning team receive the request form (or referral letter) from **your** consultant they check it to make sure that they've all the information they need to book an appointment for **you** at one of their scanning sites. Sometimes they need to contact **you** or **your** consultant for more details.

Next, they'll give **you** a call and ask **you** some questions to make sure it's safe for **you** to have the scan. They'll also discuss the location and date of **your** appointment. **You'll** usually be able to have **your** scan within two weeks of Alliance Medical receiving a complete and valid referral from **your** consultant

The scanning site will contact **you** to book **your** scan in. Once the scan has been arranged, they will send **you** confirmation of the date, directions to the location and a full safety questionnaire for **you** to complete and take with **you** on the day of **your** appointment. You'll attend the site for the scan.

Your scan images and report

- The images from **your** MRI or CT scan will be reviewed by a radiologist appointed by Alliance Medical. PET scans are reviewed by a nuclear medicine consultant.
- The report and images are sent directly to referring consultant via image exchange portal (IEP). This is usually within 10 working days of **your** scan appointment.
- Before **you** make any follow up appointment with **your** consultant, please check that they've received the report. Let the scanning team know if **you**, or **your** consultant, need any further help.

Definitions of bold words are in your plan guide.