

MRI, CT & PET SCANNING SERVICES

Scanning Services

Our MRI, CT and PET Scanning Service is provided by Alliance Medical, a UK based provider of managed imaging services, with over 20 years' experience, so you know that you are in safe hands.

Having access to MRI, CT and PET Scans offers you an end-to-end service. Alliance Medical will organise the scan at one of their scanning sites, right through to them sending the scan report direct to your consultant, you don't have to worry about making the arrangements or the cost.

To request an MRI or CT scan you need to follow these four simple steps:

Step 1

Alliance can only accept a referral from a consultant therefore, you will need to see a **Consultant Physician/Consultant Surgeon** so that they can decide whether a scan is required. Alliance Medical can only arrange the scan once they have all the necessary details from the referring consultant.

Step 2

Contact the Scanning Helpline, once you have the consultant's referral, on **0345 345 4556** so that Alliance Medical can talk you through the process of having your scan. Lines are open **Monday to Friday 08.30am - 5.30pm** (except public holidays).

Step 3

The consultant's referral must be sent to Alliance Medical by email to **nawestfield@alliance.co.uk**

The referral needs to include the consultant's General Medical Council registration number, details of the scan required, the patient's name, address, date of birth, relevant clinical history, Westfield account number and 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 4

Once Alliance Medical have received your referral, they will check all the details to make sure that they don't need any more information and to ensure that the correct scan is arranged for you. Alliance Medical will then contact you to discuss an appointment for your scan. 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.

Alliance Medical what happens...

- Referral received from a consultant and checked; all other referrals will be rejected.

- Alliance Medical contact Westfield, Westfield check cover and approve.
- Alliance Medical send referral for clinical triage, this is called protocolling (is the scan appropriate?).
- Alliance Medical sends the referral and protocol to the chosen scanning facility.
- Scanning facility contact patient to book scan in.
- Patient attends scan.
- Alliance Medical sends the images for reporting.
- Report and images sent directly to referring consultant via image exchange portal (IEP).

A few things to remember ...

- If the scan has not been arranged and notified to you by Alliance Medical it is not covered under the MRI, CT and PET Scanning Service. You will have to pay for the scan yourself if you, your practitioner or anyone other than Alliance Medical has booked the scan.
- Our MRI, CT and PET Scanning Service exclude complex scans and scans cannot be provided for certain patients. Please refer to the Benefit Rules section of your plan leaflet or contact the Alliance Medical Helpline for more information.
- You will have to make your own arrangements for travelling to the nearest available Alliance Medical Scanning Facility. CT scans are available at selected locations only, which may mean a longer journey.
- Patients will not be charged for the scan but if you have any out of pocket expenses, such as travel or meals, these are not covered.
- The images and scan report will be sent directly to the referring consultant, usually within 10 working days of you attending for the scan. We recommend that you check with the consultant that they have received the report before making a follow up appointment. Alliance Medical can track delivery of the report so please contact them if you are experiencing any difficulties.
- Initial and follow up consultations are not covered under our MRI, CT and PET Scanning Service. Please ensure that your consultant sends any invoices to you for payment and not to Alliance Medical.
- If an MRI or CT scan indicates that a PET scan is necessary Alliance Medical will explain the procedure for your PET scan.
- Please use the documented process outlined here and detailed in your plan guide and not the process on Alliance Medical's website. The list of sites available to you is different to the sites on Alliance Medical's website.