

MRI, CT & PET Scanning Service



Everything you
need to know to
use our Scanning
Service



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 three simple steps:



Step 1

Alliance Medical 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

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 Membership number, and details of where the consultant would like the images and report to be sent via IEP.

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.

If you need help, contact the Alliance Medical Scanning Helpline on 0345 345 4556.

Lines are open Monday to Friday 8.30am - 5.30pm (except public holidays).



Step 3

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.

Here is a full breakdown of the steps Alliance Medical take during the process:

- They receive the referral and check it's from a qualified consultant (all other referrals will be rejected)
- They then contact Westfield Health, to confirm your cover and approve the scan
- The referral is sent for clinical triage, known as protocolling (to check the scan is appropriate)
- They then send the referral and protocol to your chosen scanning facility
- The scanning facility will contact you to book the scan
- You will attend the scan
- Once complete, Alliance Medical will send the images for reporting
- The report and images are sent directly to your referring consultant via the 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 guide 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.





Our friendly
Customer Care
Team is here to help

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