

# Coming to the Diagnostic Centre

## Our procedures explained

**This patient information sheet should answer any questions you have about coming to the Diagnostic Centre. If you still have questions after reading this, you can visit the Diagnostics section of our website [www.theholly.com](http://www.theholly.com), telephone the Diagnostic Centre on 020 8936 1202 or email [diagnostics@theholly.com](mailto:diagnostics@theholly.com)**

### Arrival

The Diagnostic Centre is located to the left of the main hospital entrance by the front reception desk. Upon arrival, we will direct you to the Diagnostics/Physiotherapy reception area where one of our receptionists will ask you to verify your personal details on our computer system. This is to ensure we have accurate and up-to-date information about you and your referring doctor. If you are a private patient we will also ask you to provide us with a swipe of a credit or debit card.

We will invite you to take a seat in our waiting area until one of our clinical staff collects you for your imaging procedure.

Please be aware that the main waiting area is a general one which serves patients having a variety of diagnostic

and physiotherapy procedures. This means that patients are not always called in order of arrival.

You may wish to use the refreshment facilities, located in our main waiting area and also in our ultrasound waiting area, unless of course you have been given instructions to restrict your intake of food and beverages. Please do not hesitate to ask a member of staff should you require any assistance.

If you have a pre-booked appointment, we will try our best to keep your appointment time.

The Diagnostic Centre is very busy and we carry out a lot of examinations each day. This means that there may be some occasions when some appointments run behind schedule, sometimes for reasons

beyond our control. If your appointment is going to be delayed we will keep you as informed as possible.

### **Patients referred by a GP or Consultant outside of The Holly Private Hospital**

If you have been referred to the Diagnostic Centre by your General Practitioner (GP) or a Consultant outside of The Holly Private Hospital, we ask that you forward your referral letter or request form to us by fax or email to the Diagnostic Centre, Fax: **020 8936 1191** Email: **diagnostics@theholly.com**. Please ensure you add your own contact details. This will allow us to schedule your appointment as soon as possible and brief you on how to prepare properly for your examination.

Please note that we require a signed and completed referral letter or request form from your GP or a suitably qualified clinician for all procedures carried out in the Diagnostic Centre, except for screening examinations. The referral letter or request form should detail the clinical reasons for your examination. If you are unsure if you need a referral letter, please speak to a member of the team.

### **Patients referred by a Consultant from our Outpatients Department**

If you have been referred to the Diagnostic Centre by a Consultant in our Outpatients Department, you may

need to have an x-ray straight away. If this is the case, images from your examination will be transferred immediately by computer to your Consultant so that they can review them when you return to their clinic. We will archive your records electronically so they can be downloaded onto CD, if and when necessary. Reporting by a Consultant Radiologist will normally take place within 48 hours and results will be sent directly to your referring Consultant.

There may be occasions when a more specialist or detailed examination is required. In this case, your referring Consultant may decide your need to see a particular Consultant Radiologist, and your appointment will be scheduled depending on their availability. We will give you a patient information leaflet explaining the procedure you have been referred for. In some cases, we will ask patients to sign a consent form for some specialised procedures; however, we will explain all of this to you at the time of booking and before you have your procedure.

### **X-rays**

Recent legislation requires us to ensure your x-ray will contribute to your clinical diagnosis and management. *Ionising Radiation for Medical Exposures Regulations (IRMER) 2012*.

In the interests of patient management, on occasions, it may be necessary for our Radiographer

to have a further discussion with your General Practitioner (GP) or referring Consultant before performing the examination, to ensure the most appropriate use of imaging procedures. Occasionally an alternative type of imaging procedure may be suggested.

If this is the case, please be assured you will be consulted and your consent obtained before any alternative procedure takes place.

### **Your results**

In most cases your report is produced within 48 hours. Allowing for postal distribution between The Holly and your referring clinician, you should be in a position to discuss your report at your follow-up appointment.

If you are returning to your GP, it will be necessary for you to arrange your follow-up appointment at your convenience with your GP surgery.

Our administrative staff will also fax or e-mail reports when required to your referring clinician.

Whenever possible, please ensure that Diagnostic Centre staff are made aware of where you wish your report to be sent, as there are often occasions when patients have follow-up appointments at another hospital.

For breast and osteoporosis screening, results will take longer to prepare due to "double reporting", but you will be informed of this at the

time of the procedure. We will give the parents or guardians of children undergoing examinations a CD with relevant images.

### **Important information for patients paying for their own treatment and insured patients**

If you are insured it is important that you bring your policy details with you. We are only able to invoice your insurance company directly if you have obtained a pre-authorisation number from your insurer before your appointment with us.

If you are a self-pay patient, you may be asked to settle your account at the time of the procedure or you will be invoiced by post.

The Diagnostic Centre has a computerised system for storing images. Should you require your images to be downloaded onto CD, you can request this from the Diagnostics Team. However, we do need 48 hours notice. We will ask you to sign for any CDs giving you full responsibility for their safe keeping. In most cases, we can safely and securely transfer images to other sites using our Image Exchange Portal.

## Your feedback

At The Holly Private Hospital, we are committed to providing the very best patient experience. Your feedback is very important to us. Please let us know what you think of us and the service provided to you by the Diagnostic Centre by completing one of our patient satisfaction feedback questionnaires. You can find these in the waiting area or alternatively, please ask a member of staff to give you a form.

## Further information

Please do not hesitate to contact us if you have any further queries. You can telephone the Diagnostic Centre on 020 8936 1202 or email [diagnostics@theholly.com](mailto:diagnostics@theholly.com). Alternatively you can visit the Diagnostics section of our website [www.theholly.com](http://www.theholly.com)

If you would like a copy of this information in large print or an alternative language, please call 020 8936 1214.

Please note we are unable to provide child care facilities during your examination and in most cases children will be unable to accompany you into the examination rooms.

**Call: 020 8505 3311 (Main Switchboard)**

**Call: 020 8936 1202 (Diagnostic Centre)**

**Email: [diagnostics@theholly.com](mailto:diagnostics@theholly.com)**

**Visit: [theholly.com](http://theholly.com)**

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