



Information about diagnostic MRI scanning **Thames Valley**

IMAGING
@Rutherford

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Introduction

The Rutherford Cancer Centres house some of the most sophisticated and accurate diagnostic imaging technology available and our experienced team are passionate about the service they provide to patients and clinicians.

Our diagnostic service is called **Imaging@Rutherford**. Patients and clinicians using **Imaging@Rutherford** can expect a first-class, rapid diagnostic service with same day appointment availability.

Your consultant/clinician has requested that you undergo an MRI scan. This booklet is designed to give you some information about the scanner, to help you prepare for your scan appointment and to give you some idea of what to expect when you attend.

Our diagnostic imaging services are accessible to self-pay patients, private patients under medical insurance (subject to authorization) and NHS patients (subject to approval), and will be delivered by our dedicated and skilled healthcare professionals and in our state-of-the-art facilities.

A radiographer is responsible for ensuring your safety, comfort and care during the MRI scan and will be present to answer any questions or concerns you may have.

Our centres provide a personalised level of care to every patient, delivered by dedicated staff who are passionate about excellence.

What is MRI?

MRI (magnetic resonance imaging) is a method encompassing the use of a magnetic field, radio-waves and a computer to obtain highly detailed pictures of inside the body.

The technique does not use x-rays and there are no known side effects.

What does the equipment look like?

The equipment may look intimidating but there is no need to be nervous. The scanner is a wide, well-lit short tunnel. Our scanner is also much wider than the average MRI scanner.

If you are nervous about your MRI scan please speak to your radiographer who will be able to answer any questions or concerns you may have.



Good to know:

A radiographer is responsible for ensuring your safety, comfort and care during the MRI scan and will be present to answer any questions or concerns you may have.

How do you prepare for your MRI scan?

There are usually no special preparations needed before an MRI (magnetic resonance imaging) scan, ensure clothing is appropriate (loose, comfortable without metal zips or buttons. You may eat and drink as normal on the day of your scan appointment, unless informed otherwise.

Please contact the Rutherford Cancer Centre immediately if you receive an appointment and you have any of the following:

- a cardiac pacemaker
- an artificial heart valve or any coronary stents
- any aneurysm clips in the head
- any implanted metallic devices (e.g. ear implant or neurostimulator)
- a programmable shunt
- have, or have ever had, shrapnel or any other metal fragments in the body, especially in the eyes
- confirmed or possible pregnancy

If there are any other potential metallic implants (e.g. hip or knee replacements) with recent surgeries it may be unsafe to proceed with the MRI scan, this must be discussed with the radiographer when completing the safety questionnaire prior to the beginning of the appointment.

What happens before your MRI scan?

At the start of your appointment you will complete a safety questionnaire. The radiographer looking after you will need to ask you some questions to ensure your safety, they will also explain the procedure before starting.

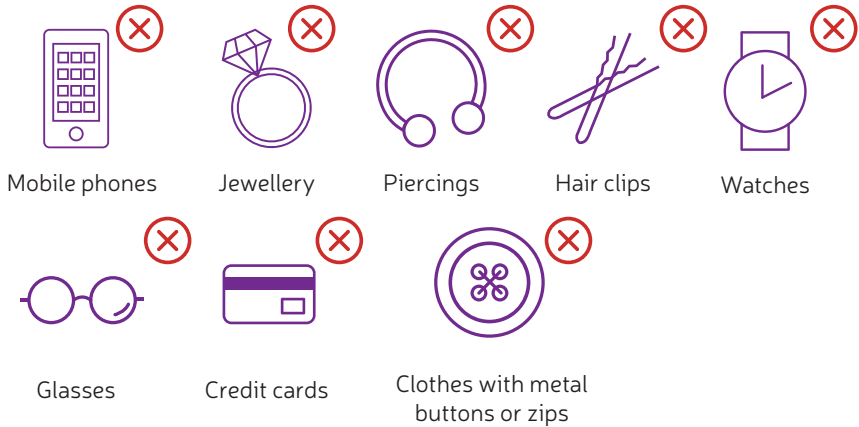
You may need to change into a hospital gown however scans are occasionally carried out in personal clothes.

Metal is affected within the magnetic environment, it is mandatory that no loose non compatible metallic objects enter the scan room as they pose a serious health and safety risk, they can also be detrimental to the overall quality of the MRI scan images and possibly be damaged by the equipment.

A secure locker will be provided for storing any belongings during the scan appointment. If you are uncertain about which items can and cannot be taken into the scanner room, please ask the radiographer beforehand.

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Examples of items which should not be taken into the MRI scanner room include:



Please inform the radiographer if you:

- wear dental braces
- wear any patches for pain relief, etc
- have a hearing aid
- are wearing eye-make up, jewellery or piercings
- have any metal implants such as a pacemaker
- wear glasses
- have any credit cards or similar
- have any keys
- are wearing clothes with metal buttons or zips

Meet your diagnostic team

Radiographer

These are the professionals who are specially trained to use the diagnostic equipment required to perform your MRI (magnetic resonance imaging) scan appointment and ensure you receive the highest standard of care. They will be on hand at all times during your appointment for any concerns, questions and for your safety.

Administration/support staff

These staff help to organise your MRI scan appointment, liaising between you and the radiographers. They ensure all aspects of non-clinical work, such as insurance authorisation and appointments are completed to provide you with a fast and efficient service.

What to expect during the scan

The MRI (magnetic resonance imaging) Scanner is well lit and ventilated, and the radiographers will help you get into the correct position on the scanner bed. The radiographers will position a special antenna – called a coil – over the area of the body being scanned.

When they are ready to scan they will operate the scanner from a separate control room where they can see you at all times via a glass screen and CCTV system as well as communication via an intercom system.

If you need to come out of the MRI scanner at any time they have a button you can press and the radiographers will come straight into the room to assist you.

To further aid you in feeling relaxed, there is music and other entertainment available.

Whilst the scanner is acquiring the images it can make a loud banging sound, imagine being next to a busy building site as an example. This is a normal part of the scan and nothing to worry about. Ear protection with or without music is available to protect your ears. Apart from the sound of the scanner and some associated vibrations you should not experience anything to cause any discomfort.

We would like you to keep as still as possible while your scan is being performed. The scan may take approximately 30 minutes to complete but the radiographers will keep you informed as to how long is left.

Contrast agents

Your consultant/clinician may request a Contrast Injection during the MRI (magnetic resonance imaging) scan.

It is not necessary for all patients to have contrast, some anatomical areas can be visualised adequately without.

A contrast agent is a colourless liquid which the radiographer will inject into your vein, usually via the arm. It allows images to be viewed with different brightness and detail.

Before the scan starts, anaesthetic cream may be applied to your arm to numb the area. It usually takes up to 30-45 minutes to work, then the needle attached to a thin plastic tube is inserted into a vein.

A small amount of the contrast agent will be injected during the scan, you will be told when this will happen, and, in some cases, a cold sensation can be felt in your arm. This is a sensation which will disappear quickly.

You may have concerns about the scan or the injection, please speak to your radiographer who will be able to answer any questions or concerns you may have.



Good to know:

We have partnered with Philips to deliver the latest imaging technology including MRI.

After the scan

MRI (magnetic resonance imaging) scans are generally well tolerated, and you should be able to return home straight after the scan.

Your referring consultant/clinician will use the scan report and results to aid with your care. A consultant radiologist will complete a detailed report of your scan within a few days.

If you have any further questions you can speak to your radiographer after the MRI scan.

Pregnancy

There are no known risks with scanning pregnant women, however as a precaution MRI scans are not advised during pregnancy unless there are special circumstances.

You **MUST** tell a member of the team or your radiographer as soon as possible if you or another person present during the scan may be pregnant.

Can you make it?

If you have any queries or concerns regarding your MRI (magnetic resonance imaging) scan, are unable to attend your appointment, or wish to amend the appointment time, then please contact us by telephone as soon as possible.

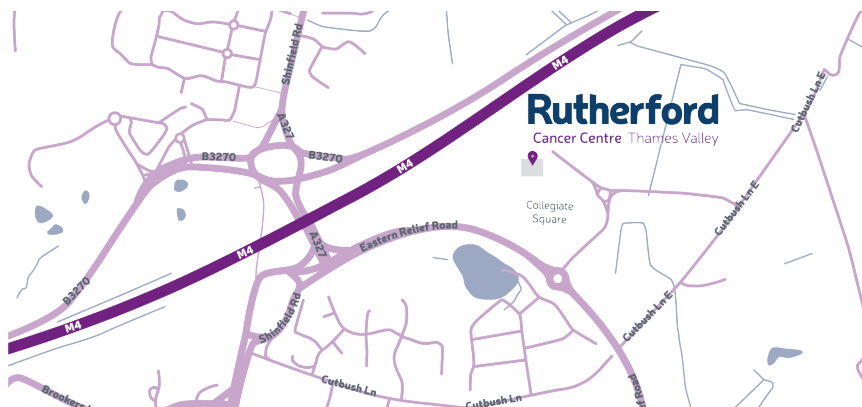
Our phone lines are open 8am - 5pm Monday - Friday.

Location

Rutherford Cancer Centre Thames Valley
3 Collegiate Square, Shinfield, Reading, RG2 9LH

The centre is located near junction 11 of the M4 motorway and close to Reading town centre. Only 15 minutes travel from Reading Train Station, the centre is within easy commuting distance of London, Oxford, Southampton and Bristol. The Thames Valley Science Park has a dedicated bus service, No 10, from Reading town centre to the science park running every 25 minutes. The M4 and M40 motorways, giving access to London and Birmingham and the Midlands, are easily reached. The A33 and M3 provide access to Basingstoke and the South Coast.

A wide selection of hotels are located nearby. Ample free parking is available at the centre.





Good to know:

MRI scans are generally well tolerated, if you need anything during your visit a radiographer is always on hand.

Your rights and responsibilities

At the Rutherford Cancer Centre Thames Valley, we work with you to ensure the best care package possible for you. To achieve this, it is important that you keep us informed of anything that may affect you or your care.

As a patient you have the right to:

Know the members of the team

All staff should identify and introduce themselves to you. You have the right to know the staff involved in your care and their roles and responsibilities. Their roles are outlined in the previous section but if you have any questions or uncertainties just ask.

Equal treatment and care, regardless of your religion, sex, race, disability, sexual orientation or gender identity

We may ask you to provide personal details of these (e.g. ethnicity) to help with future audit and research. This will allow us to continually improve our treatment techniques, care and services provided.

Say “no”

Your radiographer will discuss your scan with you and confirm your consent prior to scanning.

However, it is your right to withdraw consent or say ‘no’ to any aspect of your treatment and care at any time even after signing this form. It is our policy to ask you to confirm your consent prior to any treatment planning or delivery of treatment each day, to ensure your safety and our best practice. You also have a right not to be involved in any research/sharing of information. This is clarified in our patient registration form where you will have the option to state your preference.

See your health/treatment record (medical notes)

You may wish to access your treatment records and this is your right under data protection legislation. This is known as a Right of Subject Access.

If you wish to view this information, a qualified member of staff will arrange this for you and talk you through the content. If you wish to have a copy of your records, then a written request must be given. The documentation will be organised for you and you will receive this within one month of application. There may be a fee incurred for this process.

Any other medical notes acquired externally (consultant letters, diagnostic scans, histology reports etc.) must be requested separately to us.

Privacy, dignity and respect

Our patients are always respected as individuals in their own right. We pride ourselves on having a team of dedicated healthcare professionals that put you and your care first. We will ensure that all the relevant policies, procedures and professional training are in place to support the safety, privacy, dignity, care and respect of our patients at all times.

Your privacy should be respected at all times and we encourage you to contact a member of staff if you do not feel this is the case.

If you would like further information on this, you can ask to see our Dignity and Respect policy.

Feel safe here and ask questions if you have concerns

As stated throughout this guide, we want to ensure that you are fully informed and have all the information that you wish. Please do not hesitate to ask questions at any point.

Confidentiality is of upmost importance to us and will be respected at all times.

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Your responsibilities

To help us to provide you with the best care possible and to ensure all your rights are met at all times, we ask that you have some responsibilities to us also:

Other medical conditions

We **MUST** be fully informed of any other medical conditions you may have or be under investigation for. It is important that we have full knowledge and understanding of any other medical conditions you may have when preparing for or attending your MRI (magnetic resonance imaging) scan.

If you are a female undergoing an MRI scan you **MUST** inform your diagnostic team if there is any risk of you being pregnant.

Identification and keeping us up to date

When you visit the Rutherford Cancer Centre Thames Valley a member of the diagnostic team will ask you to tell them your name, date of birth and first line of your address. We may also ask permission to take an identification photograph for your treatment record. This is to comply with our safety standards.

It is also imperative that you inform a member of staff should any of your circumstances change so we can keep all of your information up to date.

Your information and how we use it

We record all information a patient provides us in our electronic system and sometimes in paper records. The information is part of your health record and will be retained in case we need to see you again.

Members of the diagnostic team who will be looking after you may share your personal health information with other healthcare professionals as part of your treatment care. All staff are bound by the law of confidentiality and strict confidentiality policies which are monitored by the information governance lead. Our privacy notice is available to you as part of the registration process.

Patient feedback

We are committed to providing the highest standards of care and we value feedback from all our service users, which includes patients, family members, carers and friends.

We recognise the value of listening to and involving our service users in the planning of our diagnostic services as the patient's perspective is ultimately the most important – it is your experience that helps to shape improvements.

We ask you to complete a questionnaire at the end of your scan and really appreciate that you take the time to return this to guide us in future service planning. We encourage you to inform us at any stage if you have concerns or needs that are not being met. This gives us the opportunity to address these concerns in a timely manner. Concerns may be raised with any member of staff or directly with the Rutherford Cancer Centre Thames Valley centre manager.

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Compliments

We love to receive any compliments about our staff during your scan visit and if these are in written form we make every effort to pass them onto the relevant staff.

Complaints

Our aim is to provide you with excellent care and you have the right to complain if we are not meeting our standards of care or if you have cause for concern. It is important you inform us of any issues or concerns as they arise, so we can make every effort to address these.

If you would like to make a formal complaint we ask that you put this in writing addressed to the Rutherford Cancer Centre Thames Valley centre manager. We will endeavour to resolve your complaint to your satisfaction as swiftly as possible and therefore will invite you to come and talk to us about your complaint.

We will fully investigate all complaints and provide you with a full written response within 20 working days.

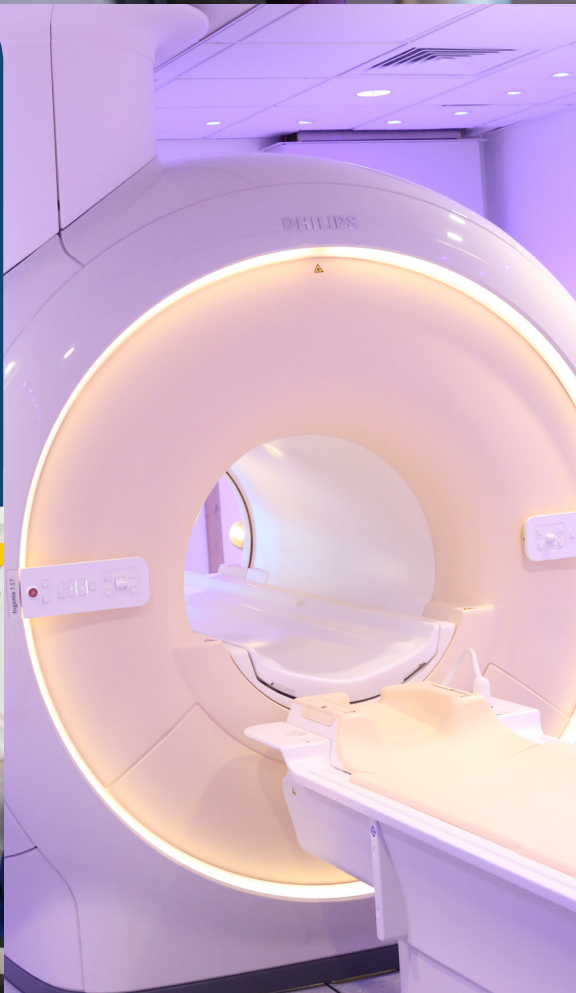
Should you not be satisfied with the outcome of the complaint you can ask for a further review to be undertaken by writing to the general manager who will undertake a full review of your complaint and the investigation.

Our complaints leaflet provides full information on our complaint process.



Good to know:

A secure locker will be provided for storing any belongings during the scan. If you are uncertain about which items can and cannot be taken into the scanner room, please ask the radiographer beforehand.



Payment options

Our services are accessible to self-paying patients and those covered by private medical insurance (subject to authorisation) in addition to referrals from the NHS (subject to approval). We work to ensure you receive the best possible care and ensure the referral process is as seamless as possible.

Privately Insured patients

We are proud that our diagnostic services are included in the networks of all national private medical insurers. Please make your clinician aware that you have private medical coverage at the time of referral so they can ensure pre-payment is not required.

Self-paying patients

For patients who are self-funding, a bespoke package will be created detailing the costs of your MRI scan which will be provided when you enquire about visiting our centre for diagnostic imaging.

However your scan is being funded, should you have any questions then please contact our dedicated customer care team who are here to help.

Regulating body

As a provider of healthcare services, we are regulated by Care Quality Commission (CQC):

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 0300 061 6161 (Monday to Friday, 8.30am - 5.30pm)

Audits and inspections are carried out by CQC to ensure our services and facilities meet the requirements as laid down in the healthcare regulations. The regulating body ensures that we operate in a safe and secure manner, ensuring that we have the right policies, procedures, skills and experience to provide our services. As part of our registration we provide a document called a 'Statement of Purpose', which describes our services, roles, values and processes for dealing with patient feedback, all of which is summarised in this guide. When we receive an inspection, a copy of the inspection report will be made available on the CQC website:

www.cqc.org.uk

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Rutherford Cancer Care Limited

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