

Always consider the needs of your *patients*



Purpose

- Do you inform your patients of the reason for the need for an imaging examination?

Advance

- Do you provide your patients with information about examinations in advance?

Transparency

- Do you inform your patients of the benefits of imaging & any potential harms and limitations?

Information

- Do you give clear and understandable patient information about examinations? Do you obtain patient consent?

Equality

- Do you provide fair and equal care?

Needs

- Do you think all the patients' needs are met?

Trust

- Do you think your patients have trust in your staff and imaging equipment?

Shared

- Do you involve your patients in their medical decisions?

Decision-making

Comfort

- Do you offer comfortable conditions and surroundings during the patients' visits?

Attentiveness

- Are your staff available to listen to all patients' concerns?

Reassurance

- Do your staff try to calm patients' fears and put them at ease?

Explanations

- Do your staff provide explanations during the imaging examination?

Results

- Do you give information about how and when patients can expect results?

Safety

- Do you think your patients feel safe?

AIMS

- Do you provide a patient questionnaire?

Ascertain If

- Do you act upon responses received, in an effort to improve the services you provide?

Medical imaging was

Satisfactory