

Frequently asked questions

PET-CT e-referral portal<https://ris.alliance.co.uk/login.php>Easy to *refer*
Easy to *review***What is the process for referring a patient?**

Alliance Medical has introduced a web-based RMS(RIS)-PACS to improve visibility of patient flow, provide an electronic tool for ARSAC/Radiologist authorisation, allow for integrated e-referrals, accommodate bookings, reduce downtime, improve turnaround times (TAT) and improve radiologist reporting ability (including jump points). The interface provides fully flexible local and central functionality (bookings, reporting, referring physician's portal), while embracing information governance principles.

Key components include:

- Web facing portals (commissioners, referrers);
- Automated communications (SMS, e-mail) to patients and referrers;
- Integrated and web-based RMS (RIS) and PACS;
- Replicated dual data centres;
- Integrated voice recognition with roaming profiles;
- Advanced workflow engine.

A referral portal has been created allowing:

- Known referrers to login to the Alliance Medical integrated web portal;
- The use of mandatory fields to ensure the minimum dataset is completed; and
- The tracking of patient's appointments and ultimately receipt of the clinical report.

Why are there so many mandatory fields?

In order to be able to process the referral, scan the patient and distribute the clinical report safely, there are key data fields that we need. Alliance Medical also submits data on patients scanned to the Diagnostic Imaging Dataset for NHS England which requires minimum data.

Some data fields such as Patient NHS Number; Patient Date of Birth; Patient Address; are required to ensure we can identify the individual patient and match them up to any previous imaging records we hold for them. This reduces the risk of duplicated medical records.

We also need to capture data that will enable us to decide if the referral is appropriate. These data fields include: relevant clinical history; modality required; procedure description.

Can my patients choose where to be scanned?

Depending on the procedure requested the system will display a choice of Alliance Medical scanning locations closest to the patients address. You can select your preferred site for the patient to be scanned from the displayed list. The patient may be scanned at another site if the site chosen is inappropriate or if the patient chooses another site at point of booking.

What if I don't know the procedure code?

Alliance Medical is committed to using the standard NCICS coding structure adopted by the NHS as standard practice across the UK. The e-referral system uses general Snomed codes and descriptions.

If the exact Snomed procedure code is known, this can be entered directly into the system and the procedure selected. If the code is unknown, the e-referral portal provides a search facility, where key words can be entered and corresponding procedures offered for selection.

Are there any contraindications to referrals?

There are specific contraindications to different modalities and procedures. Details of the contraindications and special requirements for some procedures can be found at www.alliancemedical.co.uk/e-referralportal

Why do I not have to submit a signed referral via the portal?

Access to the portal is controlled by issued user name and password. An additional level of security is provided through two factor authentication via an individual e-mail address. Alliance Medical can therefore be assured of the identity of the referrer, so additional authentication is not required.

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Who do I contact if I want to discuss referrals?

If your patient was referred to a static site, please contact the local Unit Manager. For other enquiries please email us at portalrequests@alliance.co.uk

How do I apply for a user name and password for the referral portal?

If you wish to be given access to the AML Referrers Portal, please go to: www.alliancemedical.co.uk/e-referralportal and complete the registration form. This will automatically alert us to your request.

Can I delegate my referrals to a MDT Co-ordinator?

Alliance Medical has a process in place to allow delegation to a MDT Co-ordinator and/or a Clinical Nurse Specialist. These documents and associated delegation form will need to be completed along with their agreement to the Alliance Medical delegation T's & C's which can be found at www.alliancemedical.co.uk/e-referralportal

Why should I apply for Portal Access?

The Alliance Medical Internal Referral Portal provides additional information for referrers. It displays dashboards showing the patients you have referred. These allow you to track your patients through their imaging pathway, with data being updated in live time with appointment date, location of scan, current case state of the referral, and finally the report completion date and distribution date. The portal also provides a link through which you can review the patient's clinical report on-line.

A dashboard also shows you archived patients referred by you over the past year, that have completed their imaging pathway. This allows you to continue to review these reports on-line.

Can I nominate individuals to view the progress of my referrals?

Yes, please email portalrequests@alliance.co.uk their details and confirm that you agree access to view your patients progress.

We require:

- Full name
- Job title
- Work address
- Work email
- Work contact numbers