



## Affidea On-line Booking Portal - FAQs

### **Q: What scans are available to book through this System?**

A: Most MRIs, Dexa and X-Ray are currently available through this portal. This will be extended to other scans in the coming days.

### **Q: How do I know if my scan/booking is suitable?**

A: Once you:

- Choose an option of Cash Payer, Private Insurance or HSE Funded.
- Fill out your safety questions and all is in order
- If your scan is suitable you will automatically be brought through to the option to book online, you then can choose a date, time and clinic to book your preferred option

### **Q: What scans are not available to book through this system?**

A: The on-line booking option is currently **available for MRI, Dexa and X-Ray**. For all other scans an agent from our appointment centre will call you to arrange your appointment.

### **Q: How do I know if my booking went through okay?**

A: Once your appointment is confirmed you will receive an SMS text confirming your booking and an email which will include preparation details for your scan.

### **Q: What if I cannot recall the time/day I booked?**

A: The day before your scan you will get a text with a link to a Safety and Covid questionnaire and you will also get a reminder SMS text. The email and text will provide any additional information such as arrival time, any exam preparation and other information such as parking.

### **Q: I have health insurance and am covered under direct settlement, why are you taking my credit card details?**

A: To secure your appointment, all patients are required to provide credit card details. This is in line with our cancellation policy (<https://www.affidea.ie/thootogy/2020/07/Cancellation-Rescheduling-Policy.pdf>) If you are covered by a Health Insurer then your card will not be charged. A charge will only be made to your card if you don't turn up for your scan or your insurer refuses to pay for your scan

### **Q: If I am having a problem booking my scan who can I contact?**

A: If there is an issue with your on-line booking, someone from our team will get in touch with you to resolve this. Simply click on the 'Please call me back to help book my appointment' button.