



Patient's Guide and Information

**Northern MRI Ltd, Malone Private Clinic
trading as Affidea Belfast**
Malone Private Clinic
93 Malone Road, Belfast
BT9 6SP

Tel: 028 9066 0050

Email: referralsnorthernireland@affidea.com

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About Us

“Affidea Belfast is a patient centred independent healthcare provider, delivering high quality healthcare in Northern Ireland. In the pursuit of excellence, we are committed to providing the highest quality service which is responsive to the needs of patients.”

We are delighted to welcome you to Affidea Belfast, where your health and well-being are our top priorities. This patient guide aims to provide you with essential information about our clinic and our commitment to delivering exceptional healthcare services.

We pride ourselves in our excellent reputation. Our highly qualified, professional and dedicated staff ensure that all our patients and service users receive the best possible treatment and service ensuring privacy, dignity and respect are maintained at all times.

The design of the clinic along with our professional and caring team ensure that patients feel they are respected and their privacy and dignity is not compromised.

Statement of Purpose

At Affidea Belfast, our mission is to provide personalised, compassionate, and high-quality healthcare to all our patients. We strive to create a safe and welcoming environment where you can receive the care you need with dignity and respect. The team of dedicated healthcare professionals are committed to upholding the highest standards of professionalism, ethics, and patient-centred care.

This patient guide will be reviewed regularly by the Medical Director of Affidea Belfast to ensure our standards are maintained.

Our Services

We offer accessible high quality MRI imaging, including same-day appointments with the quickest reporting turnaround. Our Radiologists are the best in their field, ensuring you receive the highest quality care. Covered by all major insurers, making our services accessible to everyone. With Affidea Connect, you have immediate access to your images and reports. We also offer extended flexibility with evening appointments available to accommodate your schedule. We provide specialised scans including cardiac imaging, ensuring comprehensive care for all your medical needs.

Appointment Booking

To schedule an appointment at Affidea Belfast, you can contact our reception team via phone or email. We strive to offer flexible appointment times to accommodate your schedule. Our clinic is housed in a beautiful Georgian building, stretching over 2 floors. We have parking on site for our patients.

Compliance with Regulatory Standards

Affidea Belfast is committed to complying with all regulatory standards set forth by the Regulation and Quality Improvement Authority (RQIA). We undergo regular inspections and audits to ensure that our clinic meets and exceeds these standards. Our commitment to compliance is driven by our dedication to patient safety and the delivery of high-quality care.

Aims and Objectives

Affidea Belfast aims to provide the highest levels of care and service to all our patients and service users. We aim to achieve this by:

- Providing high quality service including imaging and appointments with doctors practicing in our facilities;
- Consistently meet or exceed our patients' expectations;
- Ensuring timely delivery of results to meet our patient requirements;
- Ensuring that patients are treated with dignity and respect;
- Continually improve our processes, and systems;
- Providing training, support and resources to all our employees to ensure they realise their full potential;
- Meet any statutory and regulatory requirements that apply to our services, processes and activities.

Opinions Count

We are always keen to receive any comments about the quality of our service and we encourage all service users to complete a patient satisfaction survey. In line with our policy, comments will be reviewed regularly and considered as appropriate.

Arrangements for Dealing with Complaints

Whilst Affidea Belfast aims to provide patients with a first-class service at all times and in all circumstances, it is recognised that there may be rare occasions where the service provided falls short of our own very high standards.

We are extremely keen that individuals make us aware of such instances at the first available opportunity, so that we can investigate the incident and put the situation right as quickly as possible. In the event of any dissatisfaction or feedback, individuals are asked to speak to our Clinic Lead. A copy of our Complaints Procedure can be requested at any time. We will acknowledge complaints within 2 working days and will respond in writing within 20 working days. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- Find out exactly what happened and what went wrong;
- Make it possible for the complainant to discuss the problem with those concerned;
- Make sure the complainant receives an apology where appropriate;
- Identify learning from the complaint to ensure the problem does not happen again.

Patient Feedback and Complaints

We value your feedback and encourage you to share your experiences with us. Your feedback helps us improve our services and ensure that we meet your expectations. If you have concerns or complaints, please do not hesitate to contact our Clinic Lead, who will address your concerns promptly and professionally.

Arrangements for Respecting the Privacy, Dignity and Equality of Patients

The privacy and dignity of patients is respected at all times. All services are carried out by qualified personnel in privacy within the Clinic. The Clinic has a policy of patient confidentiality and all information and records are kept securely.

All patients can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All staff receive training in relation to patient privacy, dignity and respect.

We understand the importance of patient privacy and confidentiality. All patient information and medical records are securely stored and handled in compliance with relevant data protection laws. We have implemented robust information management systems to safeguard your personal information and ensure its confidentiality.

Concerns about Treatment or Care

No examinations will be undertaken without a full explanation given of all this is involved including any risks involved. If at any time an individual has concerns, questions or requires further information regarding their scan, they should not hesitate to ask.

If requested, we will provide patient information in alternative formats.

Disability Compliance

Our MRI Department is based on the ground floor of the building to allow easy access for the majority of patients. An MRI safe wheelchair is available if required. There is a disabled parking bay within the Clinic car park and a ramp leading up to the front door is also in place.

Methods of Payment

There are a number of ways to pay for treatment.

Insured Patients

Affidea Belfast is registered with all the main healthcare insurers. It is important, however, that individuals contact their insurance company before commencing with any consultation or treatment. A pre-authorisation reference for any proposed treatment must be obtained. Insurance companies will advise if there is an excess in the individual's policy, which the individual will be responsible for paying.

Self Paying

Once we receive a referral, the Affidea Belfast team will provide the cost for your scan.

Any queries regarding Affidea Belfast invoices are dealt with by Medserv who can be reached on 020 3384 1952.

Data Protection

Affidea Belfast controls and is responsible for processing personal data in relation to an individual's scan. Personal data will be processed in accordance with Affidea Privacy Policy, which is available on <https://patient-connect.affidea.ie/about/privacy-policy>

We will collect and retain personal data for the provision of your scan and diagnosis and any billing associated with this (if applicable).

Under the UK General Data Protection Regulation (UK GDPR) 2018, individuals have many rights with regards to the processing of their personal data, including withdrawing their consent. To exercise their rights, individuals should contact our Data Protection Officer dpo.ie@affidea.com.

Smoking Policy

The clinic and surrounding grounds are no smoking areas.

Opening Hours

Normal opening hours are:

Monday	8 am –5 pm
Tuesday	8 am –5 pm
Wednesday	8 am –5 pm
Thursday	8 am –9 pm
Friday	8:30 am – 4:30pm
Saturday	Closed
Sunday	Closed

Regulation and Quality Improvement Authority (RQIA)

Contact details:

RQIA
James House
2-4 Cromac Avenue
Belfast
BT7 2JA
Tel: 028 9536 1111
Email: info@rqia.org.uk



Our most recent RQIA inspection report can be found at <https://www.rqia.org.uk/inspections/view-inspections-as/map/northern-mri-ltd,-malone-private-clinic/>

We hope that this patient guide provides you with a comprehensive overview of our clinic and our commitment to your well-being. If you have any further questions or require additional information, please do not hesitate to reach out to our reception team.

Thank you for choosing Affidea Belfast as your healthcare provider. We look forward to serving you and providing you with the highest standard of care.
