

# Diagnostic Musculoskeletal Ultrasound Teaching Clinic

## Patient Information Sheet

You have been referred to the Diagnostic Ultrasound Clinic for an ultrasound scan. Your clinician has referred you for the scan to find out more information about your current complaint to help determine the best treatment for you.

Your data will be collected and held in line with our Privacy Notice for Patients that can be found [here](#).

### What should I do on arrival at the clinic?

Please report to a clinic receptionist who will register your arrival before your consultation. We ask that all patients arrive 10 minutes early to allow for this. If you have not been collected by your clinician 10 minutes after your appointment time, please notify a clinic receptionist.

### What should I do if I am running late?

If you are running late please let us know. You can contact us by phone on **020 7089 5360** or by email at [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk). Where possible, we do try to accommodate patients who are running late, but this is at the discretion of the tutors.

### Who will carry out the scan?

Your scan will be carried out by a qualified health care professional who is currently undertaking further training in diagnostic ultrasound, under the supervision of a highly experienced tutor. The student osteopath who has referred you to the clinic will have provided the clinician carrying out the scan all the information they require to perform the scan. You may also be asked some questions about your current symptoms and your general health by the clinician carrying out the scan.

### What happens during the scan?

The appointment takes place in a normal clinic room. It is likely there will be at least three clinicians in the room; two clinicians who are training in diagnostic ultrasound and a tutor. Although they are training to carry out diagnostic ultrasound scans, they are all qualified, practicing health care professionals. The scan may be carried out by one of the clinicians or all of them at varying points during the examination. In addition to those carrying out the examination, the student osteopath, associate osteopath or supervising osteopath may also attend if you are happy with this.

### How will I be positioned during the scan?

Some scans are carried out with patients sitting, and for some scans patients may be asked to lie down. The lights may be dimmed so the images produced on the machine

can be seen more clearly. We always aim to ensure that patients are comfortable so please do let us know if this isn't the case.

### **Will I need to undress for the scan?**

Depending on the location of your symptoms you are likely to be asked to partially undress as the ultrasound sensor must be in direct contact with the skin. If you are not comfortable undressing, then please let your clinician know. Gowns can be provided. If you feel uncomfortable or have any concerns at any point, then please let a member of the SMUG team know. You can stop the scan at any point.

### **Is gel used during the examination?**

During the examination, gel will be applied to the area to be examined and the ultrasound sensor will be moved slowly over your skin. The gel allows the sensor to slide over the skin easily and to improve the quality of the images on the screen. During the scan you may be asked to move a limb or change position. Upon completion of the scan the gel will be wiped off and you will be able to get dressed.

### **How do I get the scan report/findings?**

The scan findings will **not** be discussed with you at the scan appointment. After the scan appointment the ultrasound clinician and ultrasound tutors will examine the images further and produce a report. This report will be accessible by the osteopathic student or associate osteopath who referred you for the scan and will be discussed at your next appointment. So please ensure you have a follow-up appointment booked at the UCO Clinic to receive the scan findings.

### **How long will the consultation last when I have the ultrasound scan?**

The appointment lasts 30 minutes. It is possible that some students may run a little over the allocated time, depending on the complexity of your case for example.

### **Are there any risks? Is it uncomfortable?**

There are few risks to carrying out an ultrasound scan. The machine uses sound waves to produce the images, so you don't feel anything other than the gel and the ultrasound probe moving over your skin. The probe is moved across your symptomatic area. On occasion this pressure may cause a temporary increase in your pain. If you have any concerns about the scan, please speak to your clinician or contact the clinic team (see contact details below).

### **Can I eat and drink before the scan?**

Yes, this will not affect the scan in any way.

### **Can I bring a friend or relative?**

Yes, you can bring someone with you to the appointment.

### **How much does this cost?**

The standard appointment fee at the diagnostic ultrasound clinic is £45, for community partners it is £35, and the concessionary rate is £20.

### How to make, change or cancel an appointment

You can contact the UCO Clinic by phone on **020 7089 5360** or via email at: [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk). Please bear in mind that the phones do get very busy especially in the mornings. You may find it easier to contact us by email. We ask that you give us at least 24 hours' notice if you are calling to change or cancel an appointment. This will allow us time to offer the appointment to someone else.

### How is information about me collected, processed and used?

Any information that we collect about you is to enable us to provide the appropriate care and treatment that you need. The UCO takes its responsibilities of collecting and managing patient data very seriously. In our Privacy Notice for Patients, we have set out in detail how we collect and manage information about you, and this can be found [here](#).

### What should I do if I have any questions or concerns?

If at any stage of your consultation you have any concerns or questions, please discuss them with your clinician, who will be happy to provide further information. We always hope that your visit to us will have been helpful. However, if for any reason you are unhappy about any aspect of your consultation, please speak with your clinicians or the clinic reception team who can then advise accordingly.

### How can I provide feedback about my experiences at the UCO Clinic?

We welcome your feedback. You can leave comments on a feedback slip that is available at reception. There is also a box where these can be deposited. You can also call the clinic reception team on **020 7089 5360** or email [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk).

### How do I make a complaint?

We hope you will be satisfied with the care you receive, but if not then we would like to hear about it. If you have any concerns or issues you would like to raise, we would encourage you to speak with the staff who have been involved in your care, if you feel you are able to. This could be one of the clinicians, the tutor or the UCO's Clinic reception team. We will then initially try and resolve things informally.

If the situation cannot be satisfactorily resolved in this manner, or you feel that you would like to make a formal complaint, we will invite you to complete a formal complaint form. We will then investigate further and identify the next steps. A full copy of our Patient Complaints Procedure can be found on our [website](#).

You can obtain a Patient Complaint Form in the following ways:

- Ask the UCO Clinic reception team, call **020 7089 5360** or email [clinicappointments@uco.ac.uk](mailto:clinicappointments@uco.ac.uk)
- Download a copy from <https://www.clinic.uco.ac.uk/about-osteopathy/regulations>
- Write to the Patient Complaints Officer at: The University College of Osteopathy, 275 Borough High Street, London, SE1 1JE