



## Frequently Asked Questions

### 1. What services does Mobile Radiology Australia (MRA) offer?

MRA is currently offering **mobile X-ray services** to both General Practices and Residential Aged Care Facilities (RACFs) in Western Sydney.

Examinations offered include:

- Chest
- Abdomen
- Spine (Excluding C-spine)
- Pelvic girdle and hips
- Skull and facial bones
- Extremities (Upper & Lower)

We expect to have a companion mobile ultrasound service operation by mid 2022.

### 2. What is the cost and hours of operation of the MRA mobile imaging service?

Thanks to the support of the Western Sydney Primary Health Network, MRA's mobile imaging services are free of charge. There is no out-of-pocket costs for patients or providers.

Our hours of operation are Monday to Friday, 9am – 5pm.

### 3. How do I request a service?

MRA will accept any request form - it only needs be signed by a GP or appropriately certified health practitioner.

To start the process either call MRA or send the request form to MRA via either fax, email or MMS.

Alternatively, you can also make a booking online at <https://www.mobileradiologyaustralia.com.au/make-a-bookingb887c86b>

Once we have received either a call or request, we will contact the patient, or carer and take over the process to make the appointment and provide the service as fast as possible.

**It is important that contact names and phone numbers are written on the request so that we can communicate with the appropriate person to organise the examination.**

**4. Do I need a specific request form?**

No, MRA can provide our services off any valid referral as long as it is signed by the referrer.

**5. Can MRA attend a patient's private home?**

Yes, MRA uses collapsible, light weight imaging equipment for our services, which means it is easy to transport into anyone's home for imaging that is accessible and safe.

We appreciate any information on the details of potential obstacles within a residence if known (i.e. the number of stairs) but, if not, we will assess access during our communication with the patient or carer during the booking process.

**6. Is there a radiation risk to family members?**

All radiation exposures are managed by our expertly trained radiographers. General plain film X-ray examinations are of a low radiation dose technique and are supervised correctly by our staff. There is no risk to other members as they will be asked to leave the immediate area of the examination.

**7. What is the response time of the service?**

We expect to deliver our services within 24 hours or on the next business day for all examinations from the receipt of a signed request. While MRA's mobile imaging service is not an emergency response service we do have a direct line to our radiographer for GPs to contact us directly and discuss urgent cases when needed. With such a call we can advise accurately our potential to perform the study that day or at least give clarity around the schedule for better patient management.

**8. Is there any exclusion criteria for an examination?**

Patient size is our only concern. If a patient is greater than 130kg and imaging of the spine is needed, we would suggest an alternative service. All other examinations are possible.

**9. How long does the report take?**

Routine reports will be available to referrers within 24 hours of the examination. Urgent reporting is available when clinically required for same day turn around.

**10. Are reports able to be sent directly to our practice management system?**

Yes, by filling in a simple form on the MRA website we can setup your practice to receive encrypted report delivery from our radiology provider.

**11. Are images available online for review post the examination?**

Yes, MRA has an online portal for image review for our referrers. On our website, under the referrer information tab you can register for access to our web portal for image review. Once an examination is completed images will be available for review within approximately 30 minutes.

If you have any questions about the service, please feel free to contact MRA on [info@mra.com.au](mailto:info@mra.com.au) or **1300 850 405**. You can also visit their website at [mobileradiologyaustralia.com.au](http://mobileradiologyaustralia.com.au)

**Mobile Radiology Australia**

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