

Questions your patients may have for you

What should I do if I had an ultrasound scan at Medsound (Suite 15/14 Edgeworth David Avenue, Hornsby, NSW)?

If you had a scan at Medsound between 31 January 2017 to 20 November 2020 and are worried, you should make an appointment to see your General Practitioner (GP). If you can, see the GP who referred you for the scan.

If you can't see the GP who referred you, another GP will be able to request your results and provide advice about whether there is anything else you need to do, such as having a repeat scan.

Should I have my scan repeated?

Your GP will be able to see what scan you had done and whether it needs to be repeated. Your GP may take a history of why the scan was requested, and whether you had any other scans since that time

What if I can't remember if I have had a scan at Medsound?

If you contact your regular GP or the medical practice you attend, they should be able to look at your medical record and tell you if you have had a scan at Medsound.

What if I had my scan through a specialist other than my GP?

You can contact your specialist to make an appointment. Depending on the specialist, they may have reviewed the scan images. They will be able to advise if you need to make an appointment or see your GP for further advice.

What if something serious was missed?

If you are worried that something serious was missed, the best course of action is to see your GP. They will be able to review the results of your previous scan, and any other tests you have had done, and talk with you about what you should do next.

Your GP may suggest some further tests (like a scan) or they may suggest that there is nothing further you need to do.

What about the extra radiation exposure if I have to have my scan repeated?

Ultrasound scans are different to X-rays or CT (or CAT) scans, and do not expose you to any radiation. If you are recommended to have a repeat ultrasound scan, you will not be exposed to any radiation.

My GP has suggested I don't need another scan, but I feel anxious. What should I do?

Talk with your GP about your concerns. They will be able to explain their recommendation. Any scans have benefits and risks and should only be conducted when the doctor is investigating something. If you are still feeling anxious, you can also make an appointment to see another GP to get a second opinion.

What should I do if I want to make a complaint about a health service provider?

If your health service was provided in NSW, you can contact the NSW Health Care Complaints Commission on (02) 9219 7444 or 1800 043 159 (toll free in NSW), or through their website: hcc.nsw.gov.au.