



# Vista

HEALTH

accessible | affordable | assuring

## Referrer Guide

A leading UK healthcare provider in fast, affordable and quality diagnostics

[www.vistahealth.co.uk](http://www.vistahealth.co.uk)



# Vista

HEALTH

### London and surrounding areas

- Barking
- Barnet
- Croydon
- Ealing
- Enfield
- Fitzrovia
- Golders Green
- Hemel Hempstead
- Holborn
- Hornchurch
- Islington
- Kingston upon Thames
- Romford
- Stratford
- Waterloo
- Westminster

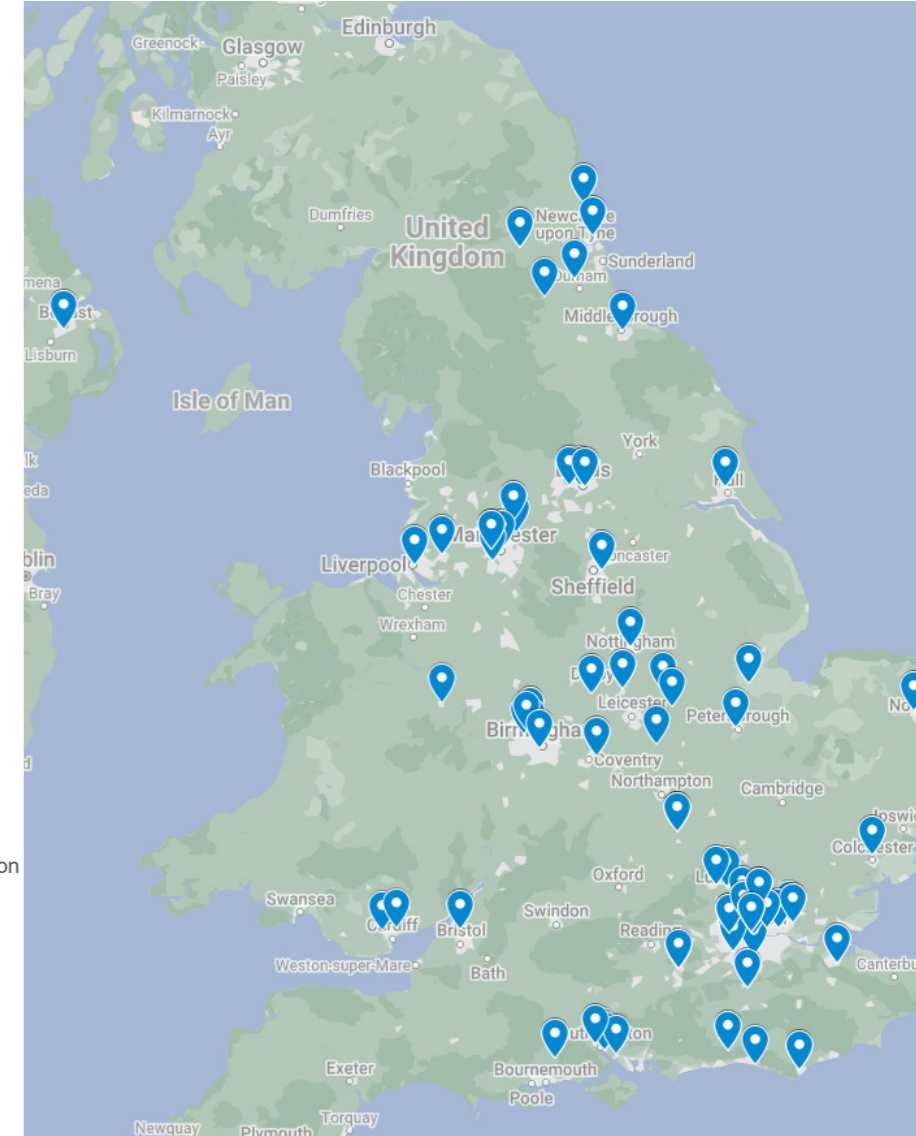
### Rest of the UK

- Aberdeen
- Ashby-de-la-Zouch
- Belfast
- Birmingham
- Brighton
- Bristol
- Cardiff
- Colchester
- Coventry
- East Surrey
- Eastbourne
- Fareham
- Frimley
- Greater Manchester
- Hexham
- Kent
- Kingston upon Hull
- Leeds
- Liverpool
- Loughborough
- Manchester
- Merseyside
- Middlesbrough
- Milton Keynes
- North Tyneside
- Norwich
- Nottingham
- Peterborough
- Ringwood
- Royton
- Salford
- Sandwell
- Sheffield
- Southampton
- Spalding
- St Albans
- Steyning
- Walsall
- Wansbeck

### Vista Health

Beechwood Hall, Kingsmead Road, High Wycombe, Bucks, HP11 1JL

[booking@vistahealth.co.uk](mailto:booking@vistahealth.co.uk) | Tel: 0333 200 2064 | [www.vistahealth.co.uk](http://www.vistahealth.co.uk)



Locations as of September 2023 (and growing)

# A warm welcome to Vista Health

from Adam Wallwork, Director of Private Patients



Our vision is to make healthcare more accessible, affordable, and assuring for all our patients. Our people are passionate, hard working, and committed to ensuring we deliver the highest level of patient care possible. Our clinical team is highly experienced, and can provide a full, in-depth diagnosis for a variety of conditions. We have some of the highest levels of patient satisfaction in the UK, we're rated Excellent on Trustpilot with a TrustScore of 4.6/5.

We have a dedicated referrer support team whose purpose is to make working with Vista Health as easy as possible.

A handwritten signature in black ink, appearing to read 'Adam Wallwork'.

”

We aim to give every patient access to assuring and affordable diagnostic services. We strive to deliver an exceptional patient care experience and focus on quality results. Our people are passionate, hard working, and committed to ensuring we deliver the highest level of patient care possible. Helping our patients start their health journey sooner is our ambition.

”



# The Vista Health Referrer Portal

Our referrer portal allows you to refer patients for diagnostic scans through a quick, efficient and easy-to-navigate process.

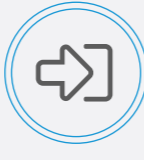



Easily refer patients




Seamless referrals

Choose & book online

 **1. Register**  
Refer your patients to us for quick access to our diagnostic services. Registration is quick and easy.

 **2. Refer your patient**  
Our online referral form allows you to refer your patients in an easy and secure way.

 **3. Choose & book online**  
Your patient will receive a link to choose and book their appointment online.

 **4. Register for CPD events**  
We are proud to host educational and informative CPD events for healthcare professionals across the country. View event information and register online to attend CPD courses delivered by experts.

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# A healthcare partner for you and your patients



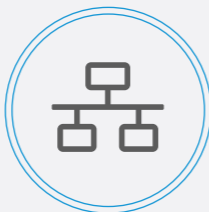
Fully equipped diagnostic rooms with 3T and 1.5T MRI, CT, X-ray, Ultrasound and Open MRI



Over 60 Locations UK wide



Outstanding patient care delivered by our dedicated patient care team



Secure, online Referrer Portal



Quick, easy referral routes and support



Results within 3 working days



Same day, early morning, evening and weekend appointments



Competitive and affordable prices



# About Vista Health

Proud to deliver exceptional healthcare for our patients



## About Us

Vista Health is a leading UK healthcare provider, specialising in private diagnostic services for the healthcare market. We work closely with many specialist clinicians, helping you and your patients start their health journey sooner. We offer fast, accessible appointment and report turnaround, expert diagnosis and world-class reports.

For over 15 years, we have provided accessible and affordable services for everyone; from elite sportspeople to patients that are trying to regain their health after injury or illness. We always work with all major insurers.



## An Industry Leader

From pioneering our referrer portal including online booking capability, our mission is to make healthcare more accessible, affordable, and assuring for all patients.

Vista Health is one of the largest groups of clinics offering specialist diagnostic services within the private healthcare market. We focus on the delivery of quality outcomes for patients whilst using data to drive quality improvements and service enhancement.

Our clinics are Care Quality Commission registered (CQC) and we have a continuing programme of ongoing audits to maintain our high standard of healthcare.



## A Healthcare Leader

We work with the UK's leading clinicians from fields including General Practice, Physiotherapy, Chiropractic, Osteopathy, and many more, ensuring each patient receives the highest level of healthcare. We work alongside you to offer the best overall experience your patient can receive when they visit Vista Health.

Since our launch, we have partnered with over 15,000 referrers including GPs, allied health professionals and consultants.

Our dedicated Patient Care Team are here to support both you and your patients, Monday to Friday 8am-8pm and weekends 8am-1pm.



## Why choose us?

We offer patients fast and accessible diagnostic services at competitive prices. A patient can choose to self-pay or go through their private insurance, whichever works for them.

We understand how important fast diagnosis is to patients, and offer peace of mind with report turnaround within 3 working days.

Bariatric, anxious or claustrophobic patients can now be seen using our open and upright MRI scanners at Fitzrovia, Birmingham and Leeds, maximising patient comfort.



# Our services

We offer specialist diagnostic services for the private healthcare market including MRI, open and Upright MRI, Ultrasound, Dexa, Echo, CT, PET-CT, X-ray, Blood Pressure Monitoring and ECG.

- MRI
- CT
- Blood Pressure Monitoring
- Open and Upright MRI
- Echo
- ECG
- Ultrasound
- PET-CT
- Endoscopy
- Dexa
- X-ray
- Audiology
- MR Arthrogram
- Liver MultiScan
- Cardiac MRI scan
- Full body MRI scan
- CT Lung Assessment
- Prostate Screening



# Our clinics and sites

Vista Health offers locations across the UK, providing fast, convenient and affordable access to reported diagnostic services. We welcome self-paying and privately insured patients at all our sites.

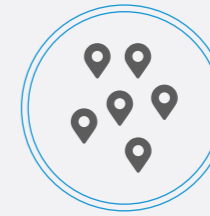
Vista Health has over 60 locations nationwide including sites in London, Manchester, West Midlands and Nottingham. Keep an eye on our website for additional locations [www.vistahealth.co.uk](http://www.vistahealth.co.uk)

# Why Vista Health?



## Refer your patient

- [booking@vistahealth.co.uk](mailto:booking@vistahealth.co.uk)
- Online, secure referrer portal



## Convenient locations

- Over 60 locations UK wide
- Over 15 in and around central London



## Fast & Accessible

- Ability to schedule appointments around your patient
- Open 14 hours a day - 7am-9pm



## Expert Radiologists

- Report turnaround within 3 working days
- Follow up Radiologist support

# Referring a patient

We are here to support you every step of the way.

Our aim is to give every clinician a personalised experience when referring their patients to Vista Health.



“  
*The service was excellent from the first point of contact to getting the medical report*  
”

General Practitioner,  
August 2021



## Open and Upright MRI – Specially designed alternatives to standard tunnel scanners

We provide fast access to open MRI appointments.

Our Open and Upright MRI Centers use cutting-edge scanners. Due to its open design, they are specifically intended to scan patients in weight-bearing positions, and aid people who suffer from claustrophobia or anxiety.

### Features and benefits

#### Claustrophobia

Our cutting-edge scanners are specially designed for patients with claustrophobia or anxiety, as well as for patients who need to be observed during the MRI procedure.

#### Imaging in Position of Pain

Certain parts of the body, particularly the spine and joints, can be scanned in the weight-bearing position with an Upright MRI.

#### Bariatric / Restricted Mobility

Open and Upright MRI scanners are ideal for patients who are unable to lie flat or are not able to fit comfortably in a standard tunnel MRI scanner.



# Private Patient Leadership

## Supporting you

Our dedicated Private Patient Leadership Team are here to support you and your patients. We take a personalised approach when working with our referrers and are committed to ensuring each patient receives the appropriate and best care for them.



**Holly Kendall**  
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Private Patient Service  
Manager  
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## How we can support you

- We regularly hold comprehensive educational CPD seminars
- We can support educational seminars within your own practices
- Dedicated patient care team 0333 200 2064
- Knowledgeable and friendly relationship management

# Our go-to website for all clinicians and insurers

[www.vistahealth.co.uk](http://www.vistahealth.co.uk)

Visit our website to view all our services and refer your patients.





# Vista Health Patient testimonials



“

*A brilliant experience from start to finish, especially as I was very nervous...*

*Everyone was friendly, helpful and covid-safe, and the premises were spotless. The ultrasound and TVS technicians could not have been kinder, gentler or more patient, and I felt heard and respected at all times. AND I was seen early! So that makes this a SIX-star review:)*

Patient, Trustpilot

”



“

*I phoned Vista Health and within 2 hours I had my appointment date. Within 24 hours I had my scan. It was so easy and close to where I live. My results were sent out to me within the 3 working dates as promised. They were easy to access. I will be using Vista Health again. Suberb service.*

Patient, Trustpilot

”



“

*Got an appointment very quickly, very impressed on the day. Got the report within 48 hours too. Very efficient.*

Patient, Trustpilot

”



“

*Our reviews enable to us to grow and improve our service delivery*

”

# Referrer testimonials Referrer success

Simon Newton - London Running Physio



“Vista Health provides an extremely valuable and cost-effective service to my patients who need imaging to clarify their diagnosis and optimise their case. It has allowed countless patients to obtain a definitive diagnosis to help optimise and direct their care to achieve the best outcome in a timely prompt manner. This can be particularly crucial when managing athletes with bone stress injuries and making important decisions about whether to compete or not.”

Chris Myers - Complete Physio



“We use Vista Health to refer our self-pay clients for an MRI scan. We have always found their service to be very efficient and they certainly provide a cost-effective, self-pay solution for those that do not have health insurance. They are also very good to communicate with if we have any issues with the scans. We can always ask them to be re-reported which is a useful feature to reassure us and to ensure that our patients receive the best care.”

Angela Botha - Physiologic

“The fast, efficient, and friendly service with high quality scans from Vista Health enable us to offer a responsive, high quality service to all our patients.”

Sara Gordon - Sara Gordon and Associates



“I have referred my patients to Vista Health for several years and have found them to be efficient in terms of speed of appointment and the reports. I had cause to be referred myself recently and found the process seamless in terms of getting a prompt appointment, being scanned, and then obtaining the report. I will not hesitate to continue to use Vista Health for my patients service is not comprised in any way. Thank you Vista Health!”

Naval Mair - Naval Mair Physical Medicine



“Our practice has used Vista Health for five years now. When we send patients for diagnostics, they are seen swiftly, with no time delay and they are cared for very very well indeed and report feeling well supported through what might otherwise be a very uncertain process for them. Thank you to Vista Health for caring for our patients just as we would care for them.”

