

How to book your x-ray appointment

Information for patients

Your doctor has told you that you need to book an x-ray. You can ask a friend, relative, or carer to help you book your x-ray.

Your doctor will give you an x-ray booking form.

You can phone the hospital to book your x-ray appointment on telephone 01227 86 42 49.

If you need a British Sign Language interpreter you can phone using a video interpreter. Go to www.ekhft.nhs.uk/video-sign-language to download the StarLeaf app.

You may need someone to help you.

Text only



Or you can book your appointment using your smart phone, computer, or tablet.

To book your appointment using your smart phone, tablet, or computer, you need the x-ray booking form your doctor gave you.

1. To open the booking web page do one of the following.

- Scan the QR code with your smart phone or tablet OR
- Type <https://itx.ekhuft.nhs.uk/patheks> in to a search engine, like Google.

Scroll or move down the web page, until you see 'Booking an x-ray'.

Click on 'Book now'.

Scroll or move down the web page. Stop when you see 'Where do you want your test?'

2. Click on the hospital that you want to go to for your x-ray.

3. Click on 'Next, choose a day'. Click on the date you want to have your x-ray.

4. Scroll down the page. Type in your name, date of birth, email address, and mobile number.

5. Click on 'Next, choose a time'. Choose an appointment time.

6. Click on 'Book slot'.

You will get a text message confirming the time and date of your x-ray.

On the day before your x-ray, you will get an email or text message from the hospital, telling you the time of your x-ray.

If you booked your x-ray appointment on the phone, you will only get this message if you told the hospital your mobile phone number or email.

On the day of your appointment

- Do not come to the hospital more than 10 minutes early for your x-ray appointment.
- You must bring your x-ray booking form with you to your appointment. This must be the paper copy of your booking form, not the booking on your phone or email. If you forget it, you cannot have your x-ray.
- You can bring one person with you to your appointment.

When you arrive at the hospital for your x-ray

- Clean your hands.
- Go to the reception desk.
- Show the receptionist your text or email reminder.

If you have any questions about booking your x-ray, please ask a member of staff.

Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.

Phone: 01227 78 31 45 The team can phone you back.

Email: ekh-tr.pals@nhs.net

Post: Patient Advice and Liaison Service (PALS)
Trust Offices Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG

Created together with people with a communication need, the experts by experience