

# Terms of Service

## MyKneeScan · Consultant-Led Knee Imaging Platform

Effective date: 01 May 2026

Version: 1.0

Issued by: SportsHealing Limited, trading as MyKneeScan

Registered office: Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol BS32 4JY

Website: [www.mykneescan.com](http://www.mykneescan.com)

Contact: [info@mykneescan.com](mailto:info@mykneescan.com)

ICO registration: ZA005873

Please read these Terms of Service carefully before completing your booking. By proceeding with payment you confirm that you have read, understood, and agreed to be bound by these Terms in their entirety. If you do not agree, please do not proceed.

## 1. About Us

MyKneeScan is a digital booking and clinical governance platform that facilitates access to independent, regulated musculoskeletal imaging providers across the United Kingdom. MyKneeScan specialises in knee imaging and connects patients with accredited scanning centres and consultant radiologists.

MyKneeScan is a trading name of **SportsHealing Limited**, a company registered in England and Wales.

**Registered office:** Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol BS32 4JY, United Kingdom.

**Contact:** [info@mykneescan.com](mailto:info@mykneescan.com) · [www.mykneescan.com](http://www.mykneescan.com)

## 2. Definitions

In these Terms, the following words have the following meanings:

<b>Appointment</b>	A scheduled time for imaging or consultation at a Scan Provider facility.
<b>Booking Request</b>	A request submitted through the MyKneeScan platform to reserve an Appointment.
<b>Confirmed Booking</b>	A Booking Request accepted following successful payment or valid Insurance Authorisation, and in respect of which a confirmation email has been issued.
<b>Clinical Services</b>	MRI imaging, ultrasound, radiological reporting, injections, consultations, and related clinical services delivered by the Scan Provider.
<b>Insurance Authorisation</b>	Written confirmation from a recognised insurer that the requested service is approved for funding, subject to the terms of the relevant insurance policy.
<b>Practitioner</b>	A suitably qualified radiologist or authorised clinician responsible under IR(ME)R for clinical justification of an imaging exposure.
<b>Radiologist</b>	A medically qualified doctor holding full GMC registration and appropriate specialist accreditation (including FRCR) with subspecialist expertise in musculoskeletal imaging.
<b>Report</b>	The written radiology report produced by the Scan Provider following completion of imaging.
<b>Scan Provider</b>	The independent, regulated imaging centre or clinical facility at which your Appointment takes place and which delivers the Clinical Services.

<b>Scan Vetting Pro Forma</b>	The clinical questionnaire issued to you following your Confirmed Booking, which collects the information required for independent clinical vetting of your scan request.
<b>Vetting Clinician</b>	The MyKneeScan Consultant Knee Radiologist who independently reviews your Scan Vetting Pro Forma and determines whether your scan request is clinically appropriate.
<b>You / Patient</b>	The individual completing the booking or receiving Clinical Services.

### 3. Acceptance of These Terms

By completing payment or proceeding with an Insurance Authorisation, you confirm that you have read and agree to be legally bound by these Terms of Service and our Privacy Policy, and that all information you have provided is accurate, complete, and up to date.

These Terms apply to all Booking Requests submitted through the MyKneeScan platform, whether made directly by you or on your behalf.

## Part 1 — Booking Terms and Conditions

Clauses 4 to 13 — governing how your booking is made, confirmed, and managed

### 4. Contract Formation

Submitting a Booking Request does not create a binding contract and does not guarantee an Appointment.

A legally binding contract is formed only when:

- payment has been successfully processed, or valid Insurance Authorisation has been confirmed by us; **and**
- a confirmation email has been issued to you.

Until both conditions are met, no Appointment is secured and MyKneeScan is under no obligation to provide or facilitate any services.

### 5. MyKneeScan as a Booking Intermediary

MyKneeScan acts as a booking intermediary. We facilitate your access to independent, regulated Scan Providers. We do not carry out scans, produce radiology reports, or deliver Clinical Services. Once your Appointment is confirmed, your clinical relationship — including the scan itself, the Report, and any clinical information arising — is directly between you and your Scan Provider.

The Scan Provider identified in your confirmation email holds its own professional indemnity insurance and is registered with the appropriate regulatory bodies. MyKneeScan takes reasonable steps to partner only with accredited, reputable imaging providers but is not responsible for the acts or omissions of Scan Providers in delivering Clinical Services, except where required by law.

MyKneeScan is responsible for: the accuracy of information on its platform; processing your booking correctly; the booking experience; and providing independent clinical vetting of scan requests as described in Part 2 of these Terms.

## 6. Payment and Pricing

All Appointments require either full payment in advance or confirmed Insurance Authorisation prior to confirmation.

Prices are displayed at the point of booking and confirmed in your confirmation email. Prices may vary from time to time, but any change will not affect a Confirmed Booking.

If insurance funding is declined after an Appointment has been confirmed or after Clinical Services have commenced, you remain personally responsible for payment of all outstanding fees.

## 7. Cancellations, Rescheduling, and Refunds

You may cancel or reschedule your Appointment by using the link in your confirmation email or by contacting us at [info@mykneescan.com](mailto:info@mykneescan.com). The following cancellation fees apply to Confirmed Bookings:

Notice given	Fee payable	Amount refunded
48 hours or more before Appointment	20% administration fee	80% of booking fee
Between 24 and 48 hours before Appointment	50% administration fee	50% of booking fee
Less than 24 hours before Appointment	Full booking fee forfeited	No refund
Non-attendance (no prior notice)	Full booking fee forfeited	No refund

Cancellation fees apply only to Confirmed Bookings. Bookings cancelled because they are not approved by the Vetting Clinician are refunded in full — see Clause 10.

## 8. Accuracy of Information

You must provide accurate, complete, and current information at all stages of the booking process. We may cancel or reschedule an Appointment where information is found to be incomplete, inaccurate, or where safety concerns arise from information provided after booking.

## 9. MRI Safety

MRI is not suitable for all individuals. You must complete all MRI safety screening questions — both in the Scan Vetting Pro Forma and at the scanning centre on the day — truthfully and fully.

We reserve the right to cancel or modify an Appointment where it is not safe to proceed. In such circumstances the cancellation fee structure in Clause 7 does not apply and a full refund will be issued.

## 10. Reports and Turnaround Times

Reports are produced by qualified Radiologists engaged by the Scan Provider and are delivered to you through secure channels.

Standard reporting timelines are indicative only and are not guaranteed unless an express or expedited service has been explicitly confirmed in writing at the time of booking.

## 11. Force Majeure

MyKneeScan is not liable for any failure or delay in performing its obligations where that failure or delay results from events beyond its reasonable control, including equipment failure, staff illness, system outages, or acts of God. We will notify you promptly and work to reschedule your Appointment at the earliest opportunity.

## 12. Acceptable Use

You must not misuse the MyKneeScan platform, attempt to gain unauthorised access to any part of our systems, or engage in any unlawful activity in connection with use of our service.

### 13. Intellectual Property

All content on the MyKneeScan platform, including text, tools, questionnaires, and design elements, is owned by or licensed to SportsHealing Limited and may not be reproduced without prior written permission.

Your raw imaging data belongs to you and you have the right to access and receive a copy of it at any time. The radiology Report is a professional document produced by the Scan Provider and subject to the Scan Provider's own intellectual property rights, but you are entitled to a copy for your personal clinical use.

## Part 2 — Clinical Vetting Terms and Conditions

Clauses 14 to 22 — governing the clinical vetting of your scan request

### 14. The Vetting Process — Overview

**After your booking is confirmed and payment is processed, you will receive a Scan Vetting Pro Forma by email.** This is a clinical questionnaire asking about your symptoms, relevant medical history, previous imaging, current medications, and MRI safety. You must complete it fully and accurately before your scan can be confirmed with the Scan Provider.

Every scan request submitted through MyKneeScan is independently reviewed by a Consultant Knee Radiologist (the **Vetting Clinician**) before your Appointment is confirmed with the Scan Provider. This process exists to ensure that MRI or ultrasound imaging is clinically appropriate for your symptoms and safe for you to undergo.

The vetting assessment is conducted in accordance with the Royal College of Radiologists (RCR) iRefer guidelines — the national standard for determining whether diagnostic imaging is clinically indicated.

The Vetting Clinician is independent of the Scan Provider and has no commercial interest in approving or declining your scan request.

### 15. Ionising Radiation and IR(ME)R Compliance

Where your scan involves ionising radiation, the imaging examination is subject to the Ionising Radiation (Medical Exposure) Regulations (IR(ME)R). The Vetting Clinician acts as the Practitioner for IR(ME)R purposes, taking responsibility for clinical justification of the exposure. The Operator is the individual carrying out the imaging procedure at the Scan Provider facility.

MRI does not use ionising radiation and is not subject to IR(ME)R. The vetting process applies equally to MRI requests to ensure clinical appropriateness and patient safety.

### 16. Vetting Outcomes

Following review of your Scan Vetting Pro Forma, one of the following outcomes will be communicated to you:

Outcome	What this means	Refund
Approved	Your scan is clinically indicated and safe to proceed. Your Appointment is confirmed with the Scan Provider.	N/A
Approved with Modification	Your scan is indicated but a protocol adjustment is required. You and the Scan Provider will be notified of the change.	N/A
Not Approved	Your scan is not clinically indicated at this time. A full refund is issued and you receive a written explanation and guidance on recommended next steps.	Full refund
Deferred	Further clinical information is needed. You will be contacted within one working day with a specific information request.	N/A pending

You have the right to request a review of a Not Approved decision by contacting [info@mykneescan.com](mailto:info@mykneescan.com) within 14 days. A separate Vetting Clinician will conduct the review.

## 17. Limits of the Vetting Assessment

**Important:** The vetting assessment determines whether your scan is clinically appropriate — it is not a diagnosis, a treatment plan, or a substitute for a consultation with your GP or specialist. A decision to approve your scan means that imaging is justified based on your described symptoms; it does not guarantee that a significant pathology will be found, nor does a normal scan exclude all causes of knee pain.

- The Vetting Clinician does not physically examine you and does not have access to your full GP records unless you choose to provide them.
- The assessment is based solely on the information you provide in the Scan Vetting Pro Forma. The accuracy of the assessment depends on the accuracy and completeness of your answers.
- A normal MRI or ultrasound does not exclude all causes of knee pain — some conditions are not visible on imaging.
- The Report is a radiological interpretation; it is not a clinical diagnosis. You should discuss your findings with your GP or a specialist.
- Use of the MyKneeScan platform does not establish a traditional clinician-patient relationship.

## 18. Urgent and Incidental Findings

If the Vetting Clinician identifies information in your Pro Forma that indicates an urgent clinical concern — including symptoms that may suggest a serious condition unrelated to musculoskeletal imaging — they are obligated to recommend that you contact your GP or emergency services immediately. In exceptional circumstances, and with your consent where practicable, they may contact your GP directly.

Similarly, if your scan Report identifies an incidental finding of clinical significance unrelated to your knee, you will be advised by the Scan Provider to seek appropriate follow-up with your GP or a relevant specialist.

## 19. Informational Content and Digital Tools

Any tools, symptom questionnaires, scoring systems, or explanatory content provided on the MyKneeScan platform — including any Knee Health Score or triage tool — are provided for informational purposes only. They do not constitute medical advice, a clinical diagnosis, or a substitute for professional clinical judgement.

## 20. Liability

**Nothing in these Terms excludes or limits liability for:** death or personal injury caused by negligence; fraud or fraudulent misrepresentation; or any other liability that cannot lawfully be excluded under applicable law.

To the extent permitted by law, MyKneeScan's liability in respect of the booking service is limited to the amount paid for the relevant Confirmed Booking. MyKneeScan is not liable for indirect or consequential losses, including loss of earnings, opportunity, or any loss arising from a patient's clinical decisions made on the basis of a scan Report without further specialist advice.

Clinical Services are delivered by the Scan Provider. MyKneeScan does not accept liability for the clinical quality of imaging, the accuracy of radiology Reports, or any clinical outcome arising from the Appointment.

## 21. Your Statutory Rights

Nothing in these Terms limits or removes your statutory rights as a consumer under UK law, including your rights under the Consumer Rights Act 2015 and all other applicable consumer protection legislation. Your statutory rights are not affected.

## 22. Data Protection and Privacy

MyKneeScan is registered with the Information Commissioner's Office (ICO). **ICO Registration No. ZA005873.**

We process your personal data and health data in accordance with UK GDPR, the Data Protection Act 2018, and our Privacy Policy, available at [www.mykneescan.com](http://www.mykneescan.com). Your health data is treated as special category data under Article 9 UK GDPR.

Your clinical information is shared only with:

- The Vetting Clinician conducting your vetting assessment.
- The Scan Provider at which your Appointment takes place.
- Your GP, solely in the event of an urgent or incidental clinical finding and only where clinically necessary.

Your data is stored securely on UK-based servers and retained for eight years in accordance with the NHS Records Management Code of Practice. You have the right to access, correct, or request deletion of your data at any time. To exercise your rights, contact [info@mykneescan.com](mailto:info@mykneescan.com).

You consent to receive communications electronically, including confirmation emails, the Scan Vetting Pro Forma, your Report, and appointment information.

## Part 3 — General Provisions

Clauses 23 to 27 — applicable to both Parts 1 and 2

## 23. Complaints

MyKneeScan operates a clear complaints routing policy. Because the booking service and the Clinical Services are delivered by separate entities, complaints must be directed to the party responsible for the matter you are raising. This ensures your complaint reaches the right people and is dealt with as quickly as possible.

### 23.1 Complaints about Clinical Services — Contact Your Scan Provider

If your complaint relates to anything that happened at the scanning location or to the content of your Report, your complaint should be directed to your Scan Provider directly. MyKneeScan is a booking intermediary and has no authority to investigate or adjudicate on complaints about clinical care delivered by independent third parties.

Complaints to be directed to your Scan Provider include:

- The conduct, professionalism, or communication of radiographers, radiologists, or other clinical staff at the scanning centre.
- The quality, accuracy, or content of your radiology Report.
- The facilities, environment, or equipment at the scanning location.
- Any clinical outcome or advice arising from your Appointment.
- Delays in reporting where the Report is produced by the Scan Provider.

The name and contact details of your Scan Provider are set out in your booking confirmation email. MyKneeScan is committed to only working with Scan Providers that maintain their own formal complaints processes and are registered with the appropriate regulatory bodies.

If you are unsure how to contact your Scan Provider, email [info@mykneescan.com](mailto:info@mykneescan.com) and we will provide the relevant contact details within one working day.

### 23.2 Complaints about the Booking Process — Contact MyKneeScan

If your complaint relates to the booking process, the MyKneeScan platform, or the clinical vetting service, please contact MyKneeScan directly at [info@mykneescan.com](mailto:info@mykneescan.com). We take all complaints seriously and aim to resolve them promptly and fairly.

Complaints to be directed to MyKneeScan include:

- Errors in the booking process, confirmation email, or appointment details.
- Payment disputes, incorrect charges, or refund queries.
- Complaints about the clinical vetting decision or the vetting process.
- The accuracy of information presented on the MyKneeScan platform.
- The conduct of MyKneeScan customer service staff.
- Data protection queries or requests to exercise your rights under UK GDPR.
- Any other matter relating to the MyKneeScan booking service.

### 23.3 MyKneeScan Response Commitments

The following response timeframes apply to complaints and enquiries directed to MyKneeScan:

Type of complaint or enquiry	Contact	Response commitment
General booking query	info@mykneescan.com	Within 1 working day
Payment dispute or refund query	info@mykneescan.com	Within 2 working days
Vetting decision query	info@mykneescan.com	Within 2 working days
Vetting decision review request	info@mykneescan.com	Decision within 5 working days
Formal complaint (booking or vetting process)	info@mykneescan.com	Acknowledged within 3 working days; resolved within 20 working days
Data subject access request	info@mykneescan.com	Within 30 days (statutory deadline)
Urgent safety concern	info@mykneescan.com	Same working day

If you remain dissatisfied following MyKneeScan's response to your formal complaint, you may refer the matter to an appropriate alternative dispute resolution body or seek advice from Citizens Advice or Trading Standards. Your statutory rights to pursue a legal remedy are not affected by this complaints process.

## 24. Changes to These Terms

MyKneeScan may update these Terms from time to time. The version in force at the date your Booking Request is submitted is the version that applies to your Appointment. The current version is always available at [www.mykneescan.com](http://www.mykneescan.com).

## 25. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any dispute arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales, without prejudice to your rights as a consumer to bring proceedings in the courts of the country in which you are resident.

## 26. Severability

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.

## 27. Entire Agreement

These Terms, together with the Privacy Policy and the Scan Vetting Pro Forma issued to you following your Confirmed Booking, constitute the entire agreement between you and MyKneeScan in relation to the services described herein and supersede all prior representations, discussions, or agreements.

**By completing payment or confirming Insurance Authorisation you confirm that you have read, understood, and agreed to these Terms of Service in full.**

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