



Secondary Review of Radiology Imaging – Responding to Patient-Initiated Requests

Purpose

To clarify the conditions under which radiologists may conduct secondary reviews of imaging studies in response to patient-initiated queries, including instances where patients have used AI tools to review their images or our reports.

Background:

Receiving medical imaging results can be concerning for some patients, prompting them to raise questions about their findings. These concerns are completely valid, as it is natural to seek additional information and reassurance about one's health.

Patients may seek a second opinion from another radiologist or use an AI tool such as ChatGPT. However, general artificial intelligence tools like ChatGPT are not specifically designed, trained, or validated for medical imaging interpretation. They cannot provide the nuanced, context-specific analysis that medical images require. Additionally, these tools lack access to a patient's complete medical history, symptoms, and clinical presentation, which our radiologists use to provide accurate diagnoses.

We aim to ensure our patients feel confident about their care. Our policy seeks to address these patient requests in the most appropriate and safe manner.

Policy Statement:

Radiology reports are intended for the referring healthcare provider. To ensure appropriate clinical context and interpretation:

- Secondary reviews of imaging will only be conducted upon formal request from a registered referrer, specialist, or ACC. This includes patient-initiated queries where AI tools have been used to review their images or our report.
- A fee may apply to secondary reviews. This is not covered by insurance or ACC and therefore payable by the patient, except when the request for a review is from the insurer or ACC.
- If a material error is found in our original report, we will conduct the secondary review without any charge.
- Radiologists may decline to comment on AI-generated interpretations due to medicolegal constraints.

Visibility:

This policy will be published on public websites – refer to the Terms of Use in the “myImaging” section. There is also an FAQ on the Patient Portal.

Review Cycle:

This policy will be reviewed annually or as needed in response to technological and regulatory developments.

Document Management Control

Version	Date	Next Review	Comments
1.0	15/07/2025	15/07/2026	