Hull University Teaching Hospitals NHS Trust

Radiation Protection and Radiology Physics
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Radiation Protection Service Standard Terms & Conditions

Users of Dental or Veterinary X-Ray Equipment

THE SERVICE

1. The Radiation Protection Service ("we"/"us") will endeavour to provide the customer ("you") with a level of radiation protection service and advice which will enable you to meet your responsibilities, including the appointment of a certificated Radiation Protection Advisor (RPA) as required by the Ionising Radiations Regulations 2017, and for medical exposures, a Medical Physics Expert (MPE) as required by Ionising Radiation (Medical Exposure) Regulations 2017.
2. We will provide an on-site visit to carry out an inspection of the X-ray equipment, and provide immediate advice on optimisation (where required). Following the visit a full summary report and local rules will be provided within reasonable time.
3. All our staff will have been adequately trained and undertakes continuing education and training.

OBLIGATIONS & RESPONSIBILITIES

1. You will ensure that access to the equipment on the day, and at the time agreed is honoured as other customers are often booked in to fit around each other. Failure to provide access at the time agreed will result in requirement of full payment. Any arranged visits must be cancelled with at least 24 hours' notice.
2. You will ensure prompt payment for the service, as per the terms referenced on our invoice which will be sent after the visit, and all paperwork has been issued to you.
3. We will arrive by the time agreed to carry out the work with as little disruption to the practice as possible. Should we arrive late, and access to the equipment cannot be honoured, there will be no charge.
4. We will work to our own local rules when testing each X-ray system. No other person will be allowed to remain in the controlled area whilst the testing takes place.
5. We will not be held liable for the repair or replacement of X-ray equipment which may fail during testing, or any loss of earnings, etc. resulting from such a failure of equipment.
6. Changes to the X-ray doses (i.e. optimisation) will only be carried out with prior agreement of the practice manager or the dentist responsible for that X-ray system. We will not be responsible for visiting the practice to return the settings back to previous settings in the event of image quality issues. In this instance advice will always be provided remotely.