

**CTE Session 3**

Technologists Committee

Sunday, September 10, 16:45 – 18:15

**Session Title****Patient Care in Nuclear Medicine****Chairpersons**

Luísa Roldão Pereira (Maidstone, United Kingdom)

Paolo Turco (Padua, Italy)

**Programme**16:45 – 17:15 **Ana Grilo** (Lisbon, Portugal): Improving Understanding of Patients' Experience17:15 – 17:45 **Inês Baeta** (London, United Kingdom): Looking Beyond the Images: Practical Examples in Paediatrics17:45 – 18:15 **Paolo Turco** (Padua, Italy): Shaping Patient Experience in PET-CT, PET-MRI, and Clinical Trials**Educational Objectives**

1. To comprehend the patient's experience from a psychological point of view, specifically considering demographics and identify parallelisms between people's behaviours and their emotions
2. Improve professionals' communication strategies when assisting patients during their appointment attendance in Nuclear Medicine, taking into consideration the disease stage and patient's history
3. Improve methods of collecting honest feedback from patients and their relatives
4. Exemplify strategies of co-design or improvement of services in order to increase comfort and patient satisfaction
5. Understand how new modalities may be perceived by patients and how to adapt accordingly

**Summary**

There are many dimensions to consider when a patient attends for a Nuclear Medicine procedure, along with a multitude of patient pathways, from routine to acute contexts and ranging from benign, chronic and malignant conditions. This session will mostly focus on patient experience, with particular emphasis on paediatric patients and their families, and those who attend PET-CT or PET-MRI scanning. In their busy schedule, technologists must be able to identify varying emotions and disposition, and the meaning of the behaviours being portrayed. They should also employ strategies to help patients cope, whether it is a short visit or a repeating one, as it is becoming more frequent in the therapeutic setting.

Experienced healthcare professionals will share their journey in supporting patients, in managing their expectations and improving comfort, in a holistic approach, with age-adequate strategies, helpful resources (e.g., play specialists, specialist facilities) and effective collection and integration of patient feedback. Acting upon patient input is known to increase compliance and overall satisfaction, and contemporary policies appeal to strengthen active patient engagement in the co-design of services. Importantly, evolution of the field is not solely in terms of technical aspects, and technologists need to modernise their approaches to patient's continuum of care.



**Key Words**

Patient care, patient experience, patient involvement, quality of care, patient satisfaction, human experience, paediatric, imaging