

# Central Intake for Outpatient MRI

If you are a family practitioner, here here's what you need to know know:

## What is Central Intake and how will it impact my workflow?

The MRI service providers in the Ottawa Valley and Eastern Ontario have centralized the intake for outpatient MRI scan requests. The new Central Intake Program (CIP) will coordinate access to MRI for Ontario outpatients seeking non-urgent MRI exams. This new intake process will help patients access high-quality services that meet their individual requirements and preferences, taking into account the queue length at the various sites. **As of December 9, 2019, all outpatient MRI referrals must be submitted through the Central Intake Program.** The process for submitting inpatient and emergency referrals to MRI services will not change. The process for submitting referrals for CHEO's ambulatory care clinic pediatric patients will also not change.

### **New referral forms and fax number:**

- There is a new regional requisition form and a new safety screening form for outpatient MRI requests. The new forms, which will be distributed to referring physicians and the region's imaging departments in November 2019, will replace the hospital-specific forms that are currently in use.
- The forms will be available for download from the Central Intake Program website and will be available for download to Telus, OSCAR, and QHR EMRs.
- There is a new single, centralized fax number. This centralized fax will give you a single point of access to the 6 MRI programs (8 sites) in the region.
- Physicians ordering from within hospitals with computerized physician order entry (CPOE) will continue to use those systems. Sites with CPOE currently include TOH, the Atlas Alliance sites, CHEO, and Cornwall Community Hospital.
- For anyone who is already using Ocean eReferral, the new Champlain MRI Central Intake service will be listed.
- An eBlast email will be sent, as per the usual process, to inform you when this new service becomes accessible via Ocean [expected by MRI CI launch, or soon after].
- For anyone who does not currently use Ocean but is interested or wants to learn more, please contact: Champlain\_eReferral\_Team@lhins.on.ca

### **New decision support tools:**

In an effort to support leading practices and help optimize access to advanced imaging services, the region is in the process of releasing evidence-based imaging guidelines for MRI for patients presenting with headache, low-back pain, and knee pain. Decision support checklists for these types of MRI exams have been developed and must accompany referrals for MRI in these categories. The checklists and guidelines will be available on the Central Intake Program website. What will happen to the referral once

## What will happen to the referral once it is sent to Central Intake?

The Central Intake Program (CIP) will review submitted referral documents, checking for completeness and potential duplicate requests. Central Intake will then route the referral to one of the region's MRI service providers. This routing decision will be based on a number of factors, including: patient age, the type of exam requested, the MRI locations that can provide that specific type of imaging, location of the patient's residence, MRI site queue lengths, the patient's preferred language, and any other patient preferences that are indicated on the referral form.

MRI sites will continue to contact your patient directly to confirm scheduled appointments. The MRI site that your patient's request is routed to will complete the exam and send reports back to you using familiar processes that are currently in use.

## If I have any questions, who can I contact?

- Referrers may contact Central Intake by email at: [MRICentralIntake@TOH.ca](mailto:MRICentralIntake@TOH.ca)
- All referrals and correspondence may be faxed to Central Intake at: 613-737-8944 or call at 613-737-8883  
Please visit the Central Intake website at [www.ottawahospital.on.ca/en/mricentralintake](http://www.ottawahospital.on.ca/en/mricentralintake)



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## What are the new components of Central Intake?

### KEY FEATURES

The new standard regional requisition form and safety screening forms will replace the hospital-specific forms that are currently used.

A new centralized fax number will be available for outpatient MRI referrals as of December 9, 2019.

Fax: 613-737-8944

The support leading practice, guidelines and decision support checklists will be implemented for MRI for patients with headache or low-back pain.

## Who is Central Intake for?

### ONTARIO PATIENTS

The purpose of the Central Intake Program is to provide a single access point for outpatient referrals to MRI services for Ontario patients.

The referral process for inpatient and emergency patients will not change. Neither will the process for referring pediatric patients from CHEO's ambulatory care clinics.

Physicians referring patients covered by insurance through the military, Quebec, Nunavut, or the Ontario Workers Network should continue to refer to MRI services using the existing processes.

## How will Central Intake benefit patients?

### IMPROVING ACCESS

Improving equitable access to care by reducing variability in wait times across sites

Improving overall access to care by reducing the number of duplicate and unnecessary exams

Providing patients (particularly adults) more options to receive care close to home and in their language of choice

Improve leading-practice care through knowledge transfer on imaging guidelines

## What support will be available to enable this transition?

### REQUISITION INTEGRATION

The new requisition form, MRI safety screening form, and MRI guideline materials can be found on the Central Intake Program website.

The requisition form will also be available on the Ocean eReferral platform and will be available for download on TELUS, QHR, and OSCAR EMRs.

Instructions on how to access the forms through these platforms is available on the program website.