



# Central Intake for Outpatient MRI

## If you are an MRI site booking clerk, here's what you need to know

### What is Central Intake and what are the key features?

**Single Point of Access:** Central Intake is a new regional service that provides a secure and simple single point of access for all non-urgent outpatient MRI requests for Ontario patients. This new intake service will help patients access high-quality services that meet their unique requirements and preferences, taking into account the queue length at the MRI sites across the region. All MRI requests will be sent to Central Intake, where the team will review referrals for completeness and then distribute them to appropriate MRI sites in the region for protocolling and scheduling.

**As of December 9, 2019, all outpatient referrals to MRI must be submitted through Central Intake.** Referrals can be submitted by fax, eReferral, or hospital CPOE (currently available at TOH, CHEO and Cornwall Community Hospital). Central Intake will distribute the requisitions and supporting documentation to the most appropriate imaging provider, who will then schedule the exam.

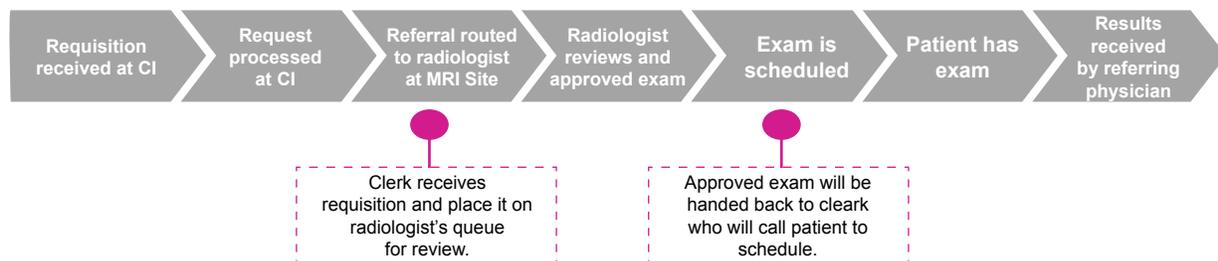
**Regional Standard Requisition Form and MRI Screening Form:** Hospitals in the region have worked together to develop a new standard MRI requisition and safety screening form to facilitate central screening and distribution of requested exams. The new forms, which will be distributed to referring physicians and the region's imaging departments in November 2019, will replace the hospital-specific forms that are currently in use. The forms can be found in this package or on the Central Intake website at [www.ottawahospital.on.ca/en/mricentralintake](http://www.ottawahospital.on.ca/en/mricentralintake)

**Focus on Appropriateness:** Improving the appropriateness of requests for MRI services is an important component of Central Intake. In an effort to support leading practice and reduce the number of low-value scans, guidelines, based on clinical evidence and leading practices, have been developed to support decisions regarding advanced imaging for headache and low-back pain. The guidelines and associated decision support checklists that doctors will use can be found in this package or on the Central Intake website at [www.ottawahospital.on.ca/en/mricentralintake](http://www.ottawahospital.on.ca/en/mricentralintake)

### How will my workflows be impacted?

Your day-to-day workflows will differ slightly if you are a booking clerk at one of the sites participating in Central Intake that provides MRI services. **Sites will now receive outpatient MRI requisitions from Central Intake instead of directly from physicians.** Central Intake will be responsible for assessing whether or not the requisition is complete so that site booking clerks can focus their efforts on communicating with patients and managing the site's schedule.

The typical workflow of how a referral will enter the system and be transferred between Central Intake and the MRI sites is illustrated in the diagram below:



Workflow deviations from the above diagram (e.g. receiving a request with incomplete information or the radiologist decides an exam should not be done), and appropriate procedures to follow are outlined in the **Central Intake Standard Operating Procedures** documentation. A copy of this documentation has been provided to your site.

### 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 may be faxed to Central Intake at: 613-737-8944 or call us at 613-737-8883
- Please visit the Central Intake website at [www.ottawahospital.on.ca/en/mricentralintake](http://www.ottawahospital.on.ca/en/mricentralintake)