

TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI)

MRI & CT REFERRALS | FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS: Sender / Referrer

Updated on Sep 1, 2026

1. What is Central Intake (CI) and how does it work?

Central Intake is a single-entry point to submit routine CT or MRI referrals across all hospitals in Toronto Region, using a Standardized Referral Form (SRF). In this first stage, a hospital must be specified. Hospitals will continue to triage, protocol and book patients as they do today.



2. When should Central Intake be used?

Use Central Intake for routine CT or MRI referrals. Emergent referrals should be referred to the relevant emergency department or urgent specialty service. For urgent referrals, current referral practice must be followed, including calling the relevant DI Department directly upon completing the referral.

3. How to submit Central Intake referrals?

Consent must be obtained by the referrer before referring through CI, including informing the patient that their referral will pass through CI operated by University Health Network (UHN). On Ocean Healthmap, find the listing for Toronto Diagnostic Imaging (CT/MRI) Hub. Submit a referral by completing the Standard Referral Form and specifying a hospital. Fax/eFax lines should be monitored as all communications from the Hub will be through fax/eFax only.

4. Can referrals be sent to Central Intake by fax/eFax?

While CI uses fax/eFax lines to transmit referrals and share updates, referrals are only accepted through Ocean eReferral.

5. What is changing for Referrers / Primary Care?

When a community-based primary care provider chooses to access the CI Hub, a standardized referral form will be completed via Ocean eReferral and routed to the site as specified by the referring provider. The receiving DI Department will manage these referrals per current local processes. CI Hub referrals can be identified by a unique cover page.

6. Does Central Intake accept urgent referrals?

Referrers can specify a requested triage priority (urgent or routine). However, the hospital site will determine the priority of the imaging exam. For urgent referrals, continue the practice of calling the DI Department directly upon completing the referral.



QUESTIONS?

Please contact:

TR-Central-Intake-PM@uhn.ca



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7. Who is participating as a destination site in Central Intake?

Please see the list of participating sites below; participants will expand over time:

- Birchmount Hospital (Scarborough Health Network)
- Centenary Hospital (Scarborough Health Network)
- Hennick Humber Health (formerly Humber River Hospital)
- Michael Garron Hospital
- Mount Sinai Hospital
- North York General
- Scarborough General Hospital (Scarborough Health Network)
- St. Joseph's Health Centre (Unity Health Toronto)
- St. Michael's Hospital (Unity Health Toronto)
- Sunnybrook Health Sciences Centre
- University Health Network (Princess Margaret Cancer Centre, Toronto General Hospital, Toronto Western Hospital)
- Women's College Hospital

8. What are the hub operational hours?

The Hub operates Monday to Friday, 8:00 AM to 4:00 PM

9. How to cancel or modify a referral?

At this time, status updates do not transfer through Ocean. To cancel or modify a referral, please cancel/modify in Ocean **AND** notify the destination site directly. A new referral must be sent for changes to exam requested/information and destination site.

10. Can referrals be sent directly to a hospital?

Yes, current referral pathways for participating hospitals will continue to exist.

11. How to refer near regional boundaries?

Providers and patients who are located close to regional boundaries should refer to the Central Intake Hub that best aligns to preferences of the patient and their proximity.

Providers with patients seeking care within the Central East Region, should use the Central East CT/MRI Ocean listing. Visit [SHN's Diagnostic Imaging website](#) for more information and a list of hospital sites. The Toronto Region CI currently requires providers to select a destination hospital. The Central East CI can automatically direct referrals based on available capacity across participating hospitals to allow more immediate imaging access.

12. Who to contact to follow-up, ask questions, etc.?

Hub: The Hub can answer questions about intake and receipt of the referral. Once the referral has been forwarded to the selected hospital, the DI Department can answer all other questions (referrer will be notified via fax/eFax that the referral has been forwarded).

**Contact the Hub: by phone at 416-340-5266.*



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Destination Site: Once the referral has been routed to the selected hospital, a fax/eFax notification will be sent to the referring provider, per contact information submitted on the referral form. The DI Department can answer questions regarding triage, protocoling, booking, patient preparation requirements, and more (a fax/eFax will notify the referral that the referral has been forwarded).

**Find contact information for the relevant hospital by searching online*

Toronto Region Project Team: The Toronto Region project team at Connected Care can answer questions regarding Central Intake roll-out, scope, and technical issues.

**Contact the Project Team at: TR-Central-Intake-PM@uhn.ca*

13. Where can I get more information?

Please see the Toronto Region Central Intake site here: uhnconnectedcare.ca/central-intake



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