

TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI)

QUICK START GUIDE FOR REFERRERS | MRI & CT REFERRALS

WHAT IS CENTRAL INTAKE (CI)?

A single, standardized way to refer adult patients for routine MRI and CT to any Toronto Region hospital electronically. Using Ocean eReferral, referrers can submit one referral. The CI Hub reviews and routes it to the selected hospital.

New to eReferral? Visit [eReferral Ontario](#) to sign up today!

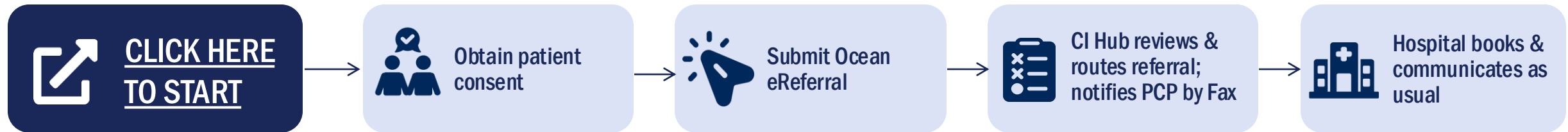
✓ **Adults (18+)**
Eligible patients

✓ **Routine CT & MRI only**
Included exams

! **Emergency Referrals**
Do not use Central Intake; direct patients to nearest emergency department

! **Urgent Referrals**
Submit CI referral and call the DI department

HOW DOES IT WORK?



Made possible by the collective effort of Toronto Region Hospitals and partners in Primary Care



TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI)

MRI & CT REFERRALS

Information Guide for Referrers / Primary Care

TORONTO REGION CENTRAL INTAKE

MRI & CT REFERRALS



**Ontario
Health**



Toronto Region Central Intake has been made possible by the collective effort of the hospitals of the Toronto Region and partners in primary care



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WHAT IS CENTRAL INTAKE?

What is Central Intake?

As part of *Patients Before Paperwork (Pb4P)*, Ontario Health is modernizing the health system through the implementation of **Central Intake (CI)** Hubs across key clinical pathway including **Diagnostic Imaging (DI)**.

The DI Central Intake Hub provides a single point of entry for non-urgent/routine MRI and CT referrals for community-based providers and specialists. Using Ocean eReferral, referrers can submit using one standardized referral.

In Toronto Region (TR):

- DI Hub is hosted at University Health Network (UHN)
- Rollout is guided by a Steering Committee and Working Group with a regional scope

What is the Central Intake Workflow?

New Referral Pathway for Routine MRI and CT Referrals



This screenshot shows the 'Central Intake Ontario - Toronto Diagnostic Imaging (CT/MRI) Hub' page. It includes contact information for the hub, a map of the service area, and a section for 'Health Service Offerings' where users can select CT, Diagnostic Imaging, or MRI. A note at the bottom states: 'This listing does not update the equivalent status in Ocean. Contact the listing directly as needed for follow-up.'

This screenshot displays two forms: the 'Ontario Breast Screening Program (OBSP)' and the 'Ontario Lung Screening Program (OLSP)'. Both forms include sections for 'Additional Patient Information' (sex, date of birth, preferred language, best method of contact) and 'Select Exam Request'. The OBSP form also includes a 'PLEASE NOTE' section regarding medical imaging modalities.

See "How to Refer to Central Intake?"
(next section)

This screenshot shows the 'Referral Routing Notification' form from Ontario Health. It contains contact information for the referral hub and a 'Referral Routing Confirmation' section. A note at the bottom states: 'This document was electronically generated by Ontario Health as part of a provincial initiative to support efficiency. Learn more at <https://www.ontario.ca/health> or call 1-800-387-0000.'

This screenshot displays the 'Patient Referral' form from Ontario Health. It includes contact information for the referral hub and a 'Return to Central Intake Due To:' section. A QR code is visible on the right side. A note at the bottom states: 'This document was electronically generated by Ontario Health as part of a provincial initiative to support efficiency. Learn more at <https://www.ontario.ca/health> or call 1-800-387-0000.'

See "How to Identify CI Communication?"
(next section)

HOW TO USE CENTRAL INTAKE?

- *Referral Process*
- *What to Expect*

What to Know Before Using Central Intake?

Emergency: Do not leverage Central Intake; direct patients to nearest emergency department

Urgent: Complete the referral form **AND** contact the relevant Diagnostic Imaging department directly

- Non-urgent CT and MRI referrals
- Patients must be 18 years or older
- **By leveraging Central Intake, you acknowledge and agree:**
 - Referral is submitted through the Central Intake Hub, operated by University Health Network (UHN)
 - You are responsible for informing your patient, and obtaining and documenting consent before referring
 - Prioritization is determined by the performing site
 - Receiving sites manage referrals in accordance with their local processes, including communication, booking, etc.
- **Referral Process and Requirements:**
 - Out-of-region referrals: please include a rationale for referral to the Toronto Region
 - To refer to a site that does not appear on the referral form, refer directly to the site using their referral form and practices
- At this time, referral updates **do not** flow back through Ocean, so all communication will be via other means (e.g., fax, eFax, etc.); If you need to cancel or modify a referral, cancel/modify in Ocean **AND** notify the performing site

Referrer/Sender Readiness Checklist

This checklist supports Primary Care Providers to ensure readiness/appropriateness to use Central Intake

Domain	Readiness Criteria	✓
Consent	Obtain patient consent to submit referral to CI, operated by UHN	☐
	On Ocean eReferral, navigate to Central Intake Ontario - Toronto Diagnostic Imaging (CT/MRI) Hub	☐
	Read the full Hub listing description and take note of any updates	☐
Submitting a Referral	Complete the Standardized Referral Form and select 1 receiver site	☐
	If referral is urgent: Call the hospital directly to flag urgency	☐
Confirmation	Check fax/eFax (NOT Ocean) for Referral Routing Notification from the Hub (if no confirmation received, please contact the Hub)	☐

How to Refer to Central Intake?

- Find the listing on Ocean: [Central Intake Ontario – Toronto Diagnostic Imaging \(CT/MRI\) Hub](#)
- Read the listing description carefully and periodically check for updates



Central Intake Ontario - Toronto Diagnostic Imaging (CT/MRI) Hub

67 College St 3rd Floor (Booking Office), Toronto, ON M5G 2M1
416-340-5266
647-925-4603
English

This listing is intended for non-urgent CT and MRI referrals. Patients must be 18 years or older.

For **emergency** care, do not complete this referral; please direct patients to the nearest emergency department.

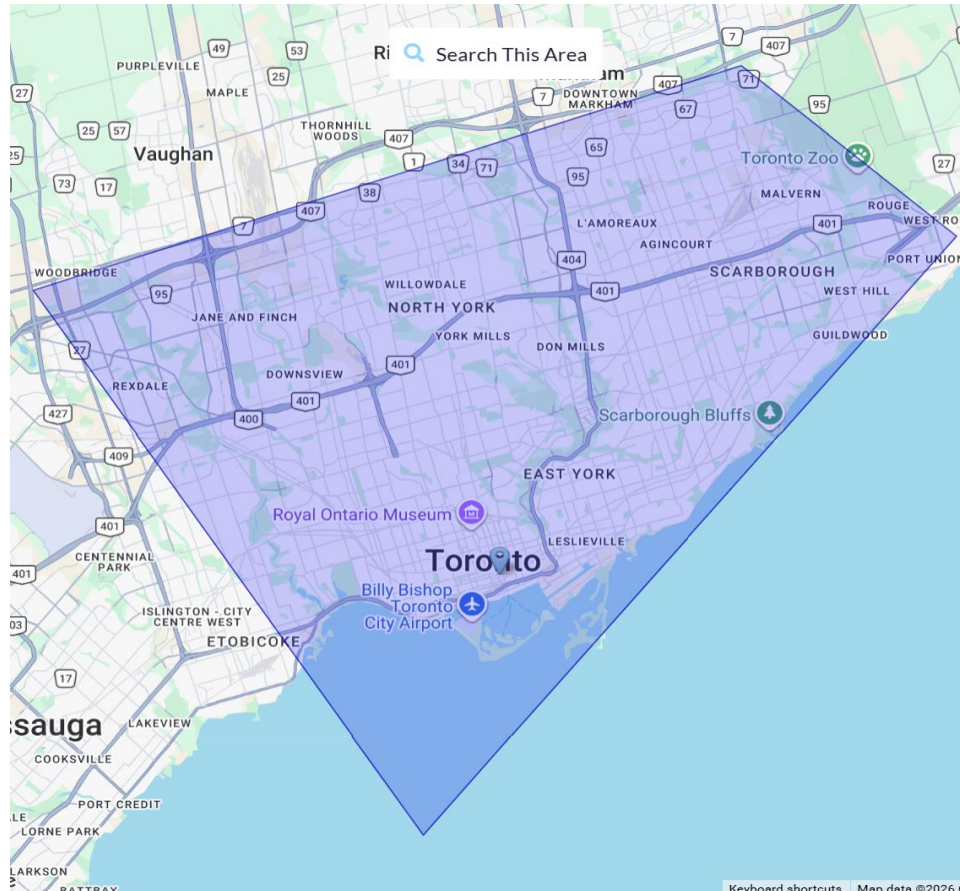
For **urgent** imaging: complete this referral and contact the relevant Diagnostic Imaging department directly per your current practice. Note: Exam prioritization is determined by the Diagnostic Imaging facility based on indication.

By submitting a referral through this listing, you acknowledge and agree to the following:

- This referral is submitted through the Toronto Region Central Intake Hub, operated by University Health Network (UHN), for processing and routing to participating sites.
- You are responsible for obtaining and documenting appropriate patient consent prior to submitting a referral through the Hub, in accordance with applicable privacy legislation. UHN relies on referring providers to meet this obligation.
- Prioritization is determined by the performing site.
- Receiving sites are responsible for managing referrals in accordance with their local processes, including patient communication, booking, and any follow-up actions.

Referral Process and Requirements

- For cross-regional referrals, please include a rationale for referral to the Toronto Region.
- If you wish to refer to a site that does not appear on the referral form, please refer directly to the site per your current practice.



How to Confirm Referral was Sent by the Hub?

- A **Referral Routing Notification** Fax/eFax is sent for every referral
- Acts as confirmation that Hub has received and processed the referral
 - **Note:** Receiving the confirmation does **not** mean receiver site has accepted referral

Key Identifiers:

- 1 Title: Referral Routing Notification
- 2 Sent By: Central Intake
- 3 Specifies receiver site and their fax number

Who to contact for information?

- **Before this notification has been received:** Call the Hub for referral follow-up
- **After this notification has been received:** Call the receiver site directly

Ontario Health

1 Referral Routing Notification

Sent to: Dr. Mehernaz Merchant
Fax #: 416-555-9990
Voice #: 416-555-9999
Address: 9 Groucho St
Sent: 05/14/2026 23:27:43

2 Sent by: Central Intake ON – Toronto (CT/MRI) Hub
Fax #: 16479254613
Voice #: 16479254613

CONFIDENTIAL | CONFIDENTIEL
May contain Personal Health Information
Peut contenir des renseignements personnels sur la santé

Referral Routing Confirmation

Thank you for your referral. We are pleased to confirm that it was received by the Central Region Diagnostic Imaging Intake Hub, reviewed for completeness, and successfully routed to the following service provider:

3 Humber River Health — Humber River Health
Fax: 416-242-1079

The service provider will contact your patient directly to schedule the appointment.
Reminder: If your referral was not submitted on the Ontario CT/MRI standard referral form, please use the SRF going forward to ensure timely processing. The form can be found at: <https://www.centralregionimaging.ca/referral-forms>

This eFax is intended solely for the person or organisation to whom it is addressed. It may contain confidential information, including personal information or personal health information. Any review, transmission, distribution, or other use of, or any action taken in reliance on, the information contained in this eFax by anyone other than the intended recipient is strictly prohibited. Note that appropriately authorised agents or delegates of the intended recipient may handle this eFax if instructed by the recipient and in compliance with applicable laws. If you have received this eFax in error, please contact the sender immediately so that arrangements can be made for the return and/or destruction of the document. Do not copy, collect, use, or disclose this eFax or its contents.

This document was electronically generated by Ontario Health as part of a provincial initiative to support eReferral. Learn more or sign up at <https://www.ontariohealth.ca/digital-innovations>

How is the Referral Processed by Receiver Sites?

- Hospitals will process Central Intake referrals per current processes done today for other outpatient community referrals, e.g.,:
 - Triage, protocol, book, screen, and/or decline/reject process remains unchanged
 - Will communicate with the referrer, as needed (e.g., if more information is required by the hospital to process the referral)
 - Will coordinate appointments and follow-up directly with the patient and their provider

Communications: What to Expect?



Accepted Referrals

- Appointment notifications are communicated directly to referrer and/or patient by the receiver site



Incomplete / Duplicate Referrals

- Are returned to the referrer via Fax/eFax (**not** on Ocean); To resubmit, a new referral is needed
- Teams to follow your current process for re-submitting (e.g., if locum referrer is no longer available)



Rejected Referrals

- Rejections are communicated by destination/receiving site directly to the referrer (**not** on Ocean)
- Follow-up with your patient, as necessary



Follow-Ups

- Before Routing Notification has been received: Call the Hub (see slide 17 for contact info)
- After Routing Notification has been received: Call the destination/receiving site directly

HOW TO GET MORE INFO?

Who to Contact?

- **Before Referral Routing Notification is received:**
 - E.g., Hub processing and receipt of referral
 - Contact the Central Intake Hub
 - Phone: 416-340-5266 or Fax: 647-925-4603 or Email: TR-DI-Central-Intake@uhn.ca
- **After Referral Routing Notification is received:**
 - E.g., Triage, protocolling, booking, patient preparation requirements, and steps to perform imaging
 - Contact the receiver/destination hospital
 - Find contact information for the relevant hospital by searching online
- **Technical issues and general information about Central Intake:**
 - Contact the Toronto Region Central Intake Project Team at UHN Connected Care
 - Email: TR-Central-Intake-PM@uhn.ca

Key Resources



Patients Before Paperwork (Pb4P)

Read more here:

<https://www.ontariohealth.ca/digital/innovations>

<https://news.ontario.ca/en/release/1004479/ontario-helping-family-doctors-put-patients-before-paperwork>

SRF feedback form:
[eReferral Form Feedback Survey](#)



Toronto Region Central Intake Site

Access here:

uhnconnectedcare.ca/central-intake

Includes other resources including video walkthrough, FAQs, etc.; this site may be updated periodically



Toronto Region Central Intake Video Walkthrough

Watch here:

<https://www.youtube.com/watch?v=C7wt505SoOk>



TR DI Central Intake Ocean Listing

Link:

https://oceanhealthmap.ca/?rtRef=central_intake_ontar10198129

Contains information on scope and key details on how to use CI; to be updated periodically



Thank you!

APPENDIX

Why Does Central Intake Matter?

Short and Long-term Benefits:



Patients

- Equitable access through a single entry point
- Improved coordination
- Reduced wait time variability



Primary Care Providers

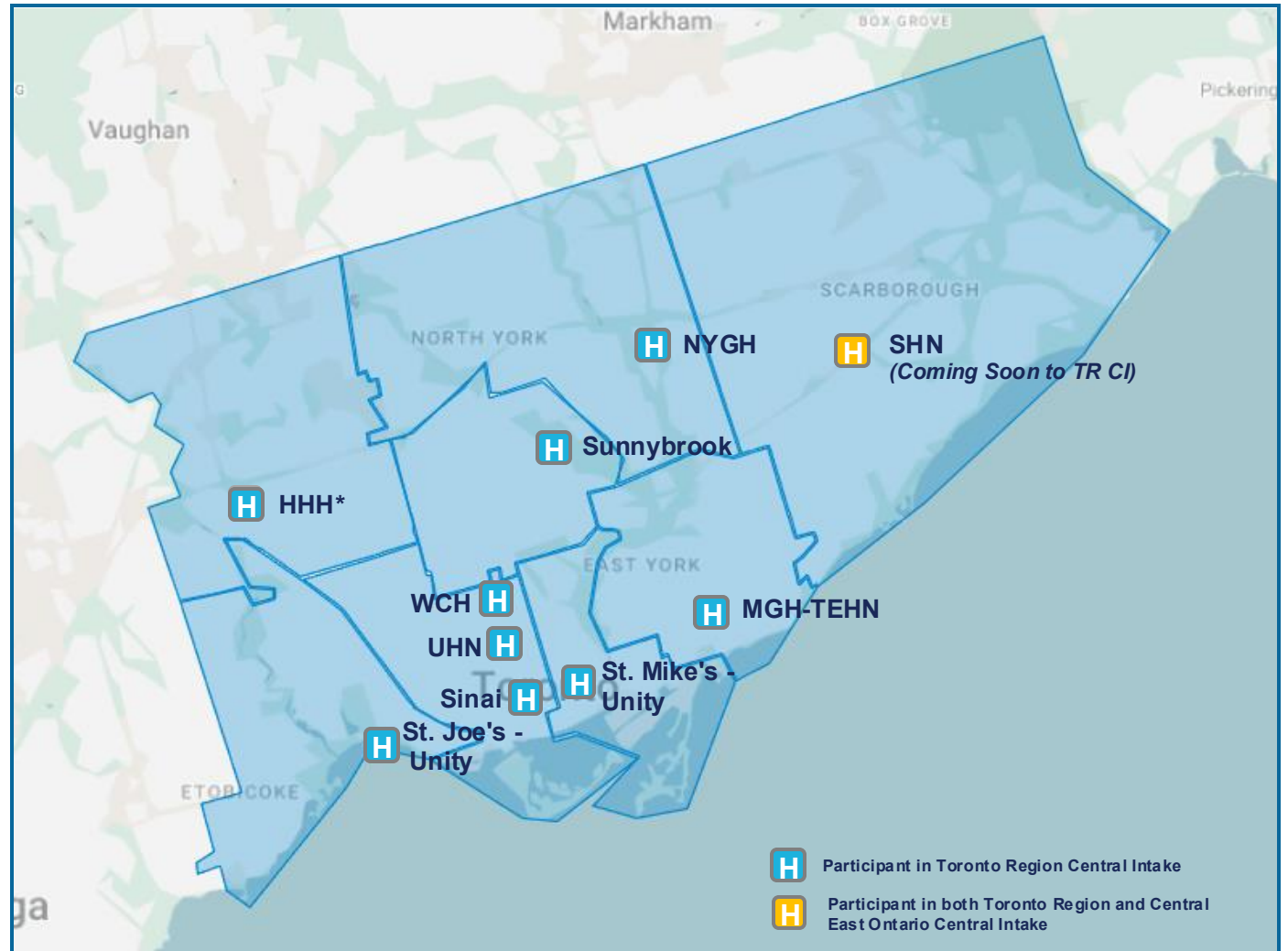
- Standardized referral process
- Improved visibility into referral status
- Reduced administrative burden



Receiver Sites (Hospitals)

- Standardized intake leveraging SRF
- Referrals arrive complete (Hub validation)
- Reduced duplicate referrals and errors

WHO IS PARTICIPATING IN CI IN TORONTO REGION (TR)?



Note, only hospital corporations in-scope for central intake are represented on this map. Location of hospitals is for illustrative purposes only.

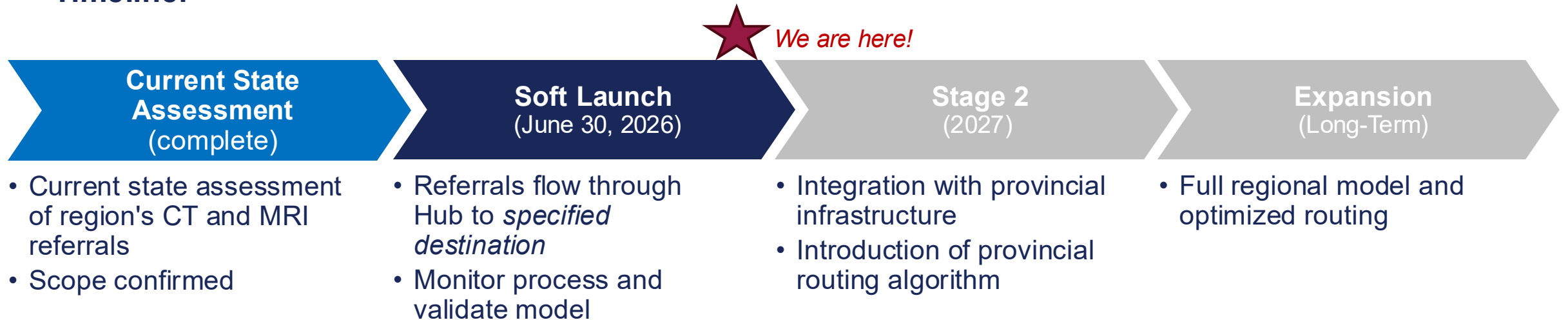
** Hennick Humber Hospital formerly Humber River Hospital*

Scope & Timeline

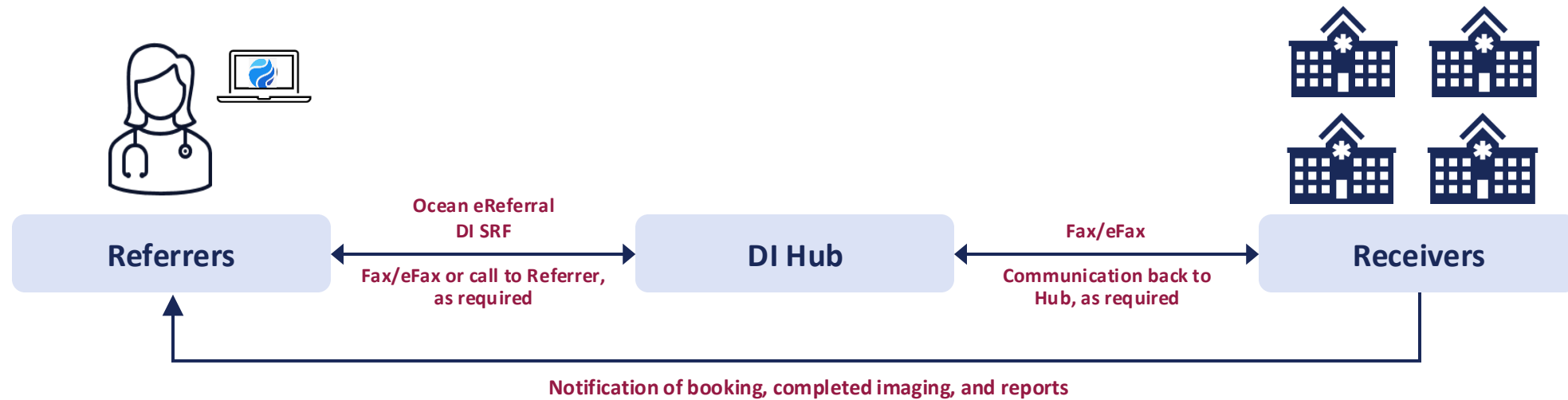
Scope:

- Routine/non-urgent, outpatient referrals to acute care sites
- MRI and CT
- Community-based providers/specialists

Timeline:



Snapshot: DI Central Intake



Rollout using the provincial standardized DI standardized referral form (SRF) on Ocean eReferral
Referrers/senders must identify a receiver site on the SRF

- Hub reviews referrals for completeness and routes based on referrer selection ("*flow through*")
- Bidirectional communication through interim mechanisms

- Receiving sites continue existing fax/eFax intake workflows

DI Standardized Referral Form

- Referrals will be sent to the DI Hub using the Standardized Referral Form (SRF) through Ocean eReferral
- Linked Here: [Medical Imaging](#)
- *If you wish to provide feedback on the provincially developed Standardized Referral Form (SRF) for DI, please see link in Key Resources (see slide 26)*

Please note that screening programs such the [Ontario Breast Screening Program \(OBSP\)](#) and [Ontario Lung Screening Program \(OLSP\)](#) have dedicated provincial intake forms and eligibility criteria. Please check program website for referral forms.

[Ontario Breast Screening Program \(OBSP\)](#)

[Ontario Lung Screening Program \(OLSP\)](#)

[Optional] Additional Patient Information

Sex assigned at birth: [Female](#) [Male](#) [Intersex](#) [Unknown](#)

Pronouns: [She/Her](#) [He/Him](#) [They/Them](#) [Other](#)

☐ Preferred Name

Preferred language: [English](#) [French](#) [Other](#)

Best method of contact: [Mobile](#) [Home](#) [Business](#) [Email](#)

☐ Alternate contact

☐ Unsafe contact persons (do not speak with)

☐ Special considerations (e.g. barriers, tips for care delivery, patient requires escort, cognitive issues)

Payer Type: [OHIP](#) [WSIB Case](#) [DND](#) [IFH](#) [RAMQ](#) [Other](#)

Select Exam Request

*****PLEASE NOTE*****
At this time you **cannot** refer a patient for **two medical imaging modalities within a single referral**. If you require the submission of more than one modality, please submit multiple referrals.

[CT Requisition](#) [MRI Requisition](#)

Using the DI Standardized Referral Form

- The Toronto Region Central Intake Standardized Referral Form (SRF) on Ocean includes smart logic to **filter** available receiver sites based on the exam / service requested and screening responses
- **Mandatory fields** are as listed below and may change over time

CT Mandatory Fields	MRI Mandatory Fields
• Patient name, DOB, gender, address, phone number • Requested triage priority • Exam / Region of Interest • Clinical History / Indication • Renal Assessment (Impaired renal function or history of renal transplant) • Known hypersensitivity to contrast • Weight • If a specific appointment date / time interval is requested, must specify timeframe and clinical reason	• Patient name, DOB, gender, address, phone number • Requested triage priority • Exam / Region of Interest • Clinical History / Indication • Known Hypersensitivity to Contrast • Weight • Height • If a specific appointment date / time interval is requested, must specify timeframe and clinical reason

Clarification of Communication Responsibilities

Referrer/Senders

- Specify desired receiver site on the referral
- Continue/expect site-specific practice for receiving results
- Follow current practice for urgent follow-ups (i.e., to call the hospital to flag the referral)

Hub

- All communications will include a CI cover sheet
- All communications will flow into existing receiver site fax/eFax, per practices at the site

Receiver Sites

- Rejections and urgent follow-ups will continue to be communicated directly to referrers/senders, with the Hub included for awareness only
- Communication back to Hub will be sent by fax/eFax and include the CI cover sheet; original referral should be attached