

TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI)

MRI & CT REFERRALS | SOFT LAUNCH – June 30, 2026

Receiver Site Readiness Package

TORONTO REGION CENTRAL INTAKE

MRI & CT REFERRALS



Toronto Region Central Intake has been made possible by the collective effort of the hospitals of the Toronto Region



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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 CI Hub provides a single point of entry for MRI and CT referrals

- Referrals are received and reviewed centrally

In Toronto Region (TR):

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

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

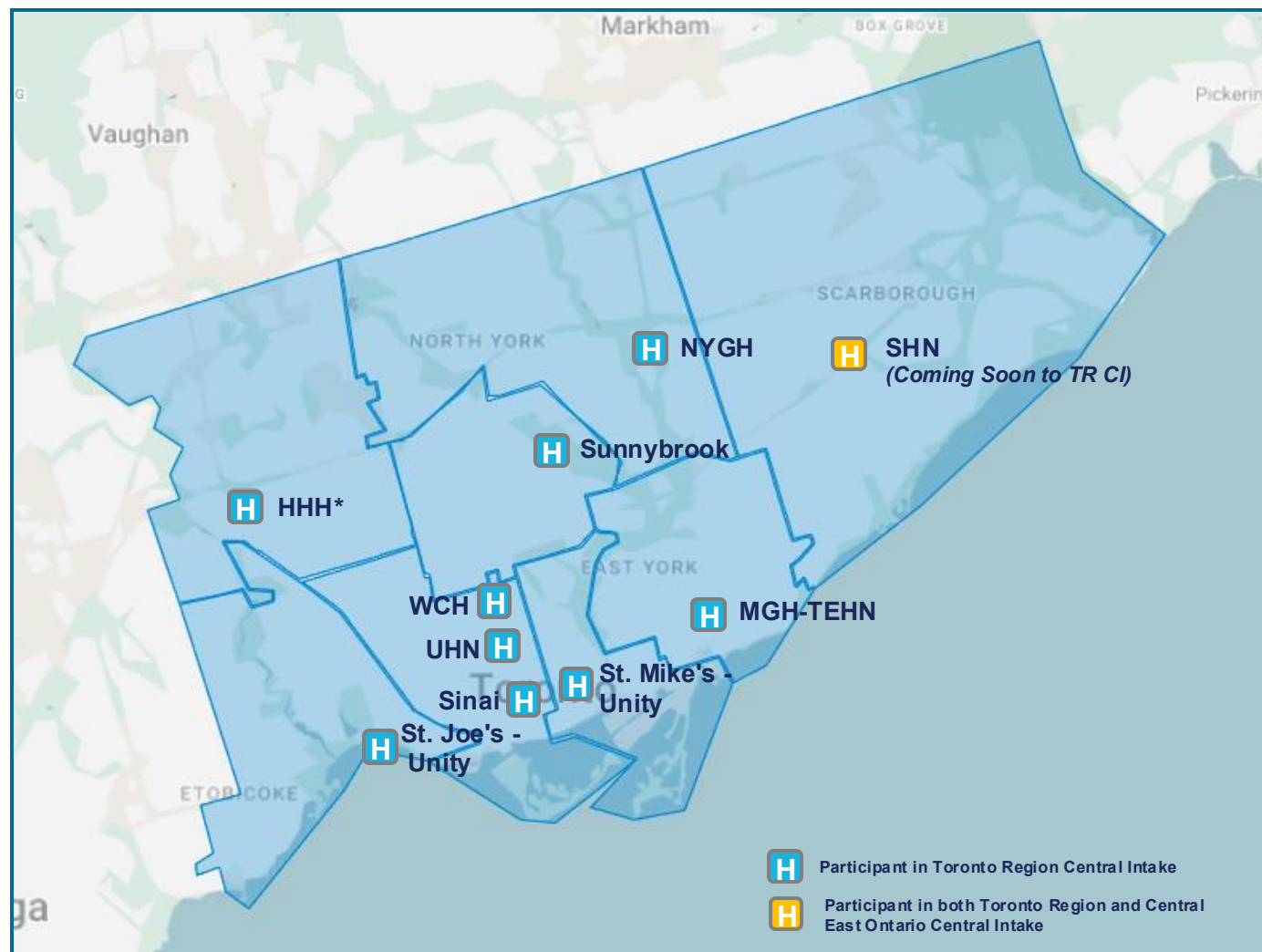
- Standardized referral process
- Improved visibility into referral status
- Reduced administrative burden



Receiver Sites (Hospitals)

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

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



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

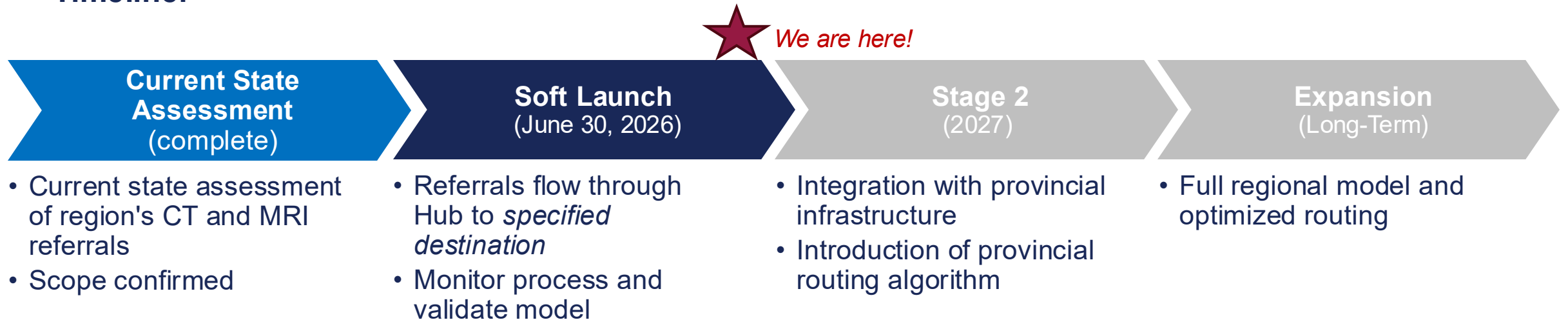
** Hennick Humber Hospital formerly Humber River Hospital*

Scope & Timeline

Scope:

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

Timeline:



WHAT TO EXPECT AS OF JUNE 30?

What is a "Soft Launch"?

As of June 30, 2026...

- Single point of access for community-based referrers and a single Standardized Referral Form (SRF) to reduce burden on referrers
- Technology go-live to observe flows and patterns, designed to minimize disruption to existing hospital workflows
- *Flow-Through Model*: Referrals will be routed by the DI Hub to the service provider specified by the referrer
- DI Hub will check referrals for completeness, errors, and duplicates only
- Destination/receiver sites process referrals (triage, protocol, booking, and clinical decision-making) per current practice with the addition of notifying the Hub of non-clinical rejections

June 30: Toronto Region Soft Launch

WHAT IS CHANGING?



New Referral Pathway

Community providers may submit adult routine MRI and CT referrals through Ocean eReferral. A destination must be specified.



Administrative CI Hub Review

Central Intake Hub performs an administrative review for completeness and duplicate submissions before forwarding referrals to hospitals.



Referral Routing

Referrals are forwarded to the hospital selected by the referring provider.
A Central Intake cover sheet will be attached.

WHAT IS NOT CHANGING?



Receiving Referrals

Central Intake referrals will arrive through existing fax/eFax workflows; other referral pathways continue the same as today.



Clinical & Operational Processes

Triage, prioritization, protocoling, and scheduling remain the responsibility of receiving hospitals. Continue to accept/reject per local processes.



Catchment Practices

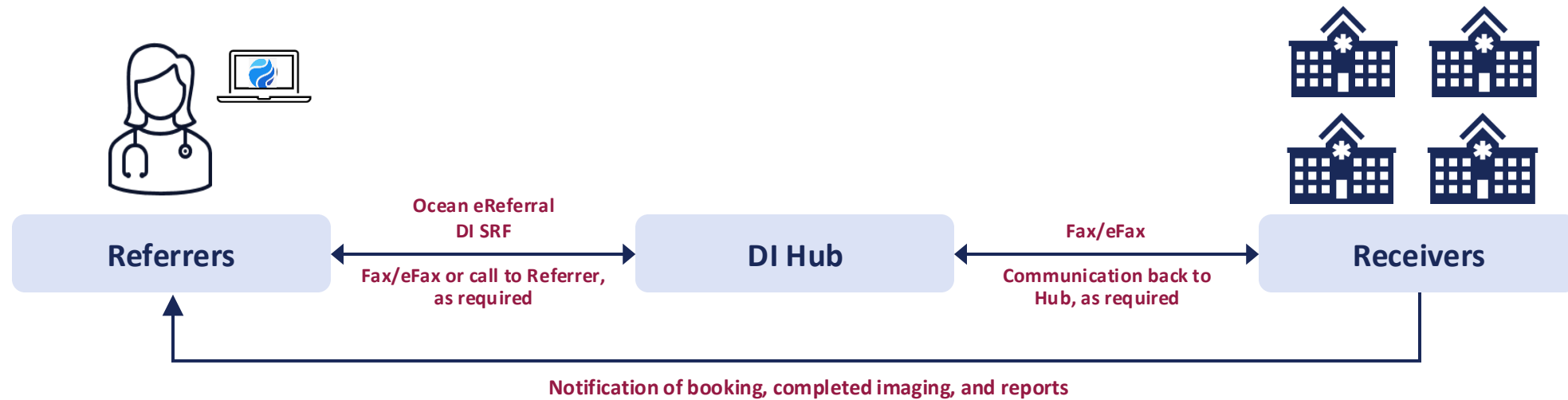
Existing hospital catchment and acceptance practices remain unchanged.



Minimal Operational Disruption

No significant volume impacts are anticipated during the soft launch.

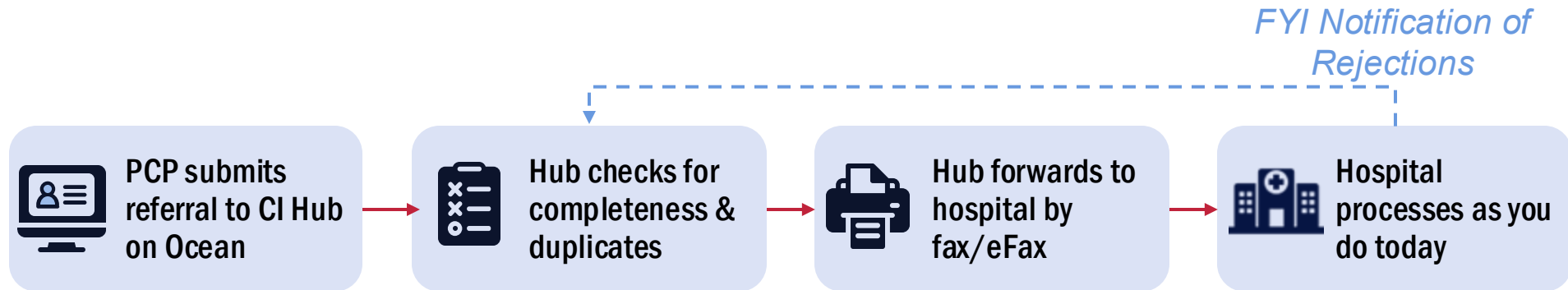
Snapshot: DI Central Intake



- Controlled rollout, using the provincial standardized DI referral form (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

WHAT IS THE CENTAL INTAKE WORKFLOW?

Central Intake Workflow



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 Requestion

MRI Requestion

Triage Considerations

If the patient requires emergent attention, do not submit this form. Please contact your nearest imaging facility directly.

Requested Triage Priority

Routine

Urgent

Clinical Decision Support

Display Clinical Decision Support (CDS)

Hide

Show

CDS is hidden for selections below. Click 'Show' to display where available.

Select MRI Exam/Region(s) of Interest*

☐ Head

☐ Neck

☐ Spine

See "DI Standard
Referral Form"
(see next slides)



Ontario
Health

Patient Referral

Send to: St. Joseph's Health Centre

Fax to: 416-325-6900

Voice to: 416-325-6159

Address: 30 The Quadrant, Toronto, ON

Send: 5556620208 09:47:16

Send to: Central Intake CN – Toronto (CTARS) Hub

Fax to: 1647254513

Voice to: 1647254513

CONFIDENTIAL / CONFIDENTIEL

Not content Personal Health Information / Pas de contenu des renseignements personnels sur la santé

Return to Central Intake Due To:

☐ Referring Requestor: Site unable to perform requested exam

☐ Reason/Justification: _____

☐ PVI Only: Inappropriate examination

Referring provider has been notified.



416 927-7100 x244

This PVI is intended solely for the patient's or organization's use in obtaining a patient's consent to participate in research. It is not intended for publication, distribution, or archival purposes. It is not to be used for any other purpose, including but not limited to, for the purpose of providing patient care, for the purpose of conducting research, or for the purpose of providing patient care. It is not to be used for any other purpose, including but not limited to, for the purpose of providing patient care, for the purpose of conducting research, or for the purpose of providing patient care. It is not to be used for any other purpose, including but not limited to, for the purpose of providing patient care, for the purpose of conducting research, or for the purpose of providing patient care.

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[illegible]

See "How to Identify
a CI Referral?"
(see next slides)

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 27)

Ontario Health Fax 5/14/2026 8:40:53 AM EDT PAGE 2/003 Fax Server

Referral for MRI 

Sent by Dr. Mehernaz Merchant via directory on May 14, 2026 at 8:39 AM

Referral Status: Awaiting initial Review

General

Patient: Howdo Youdo DOB: Aug 11, 1996 (Male) HN: ON 6894381537 MK S, Imgood st. Toronto, ON M9S6F0 647-859-1764 (M)	Recipient: DEMO: Toronto Region Diagnostic Imaging Central Intake Hub - eFax 200 Elizabeth St Toronto, ON M5G 2A7 647-925-4613 (F)	Referred by: Dr. Mehernaz Merchant Electronically signed: Mehernaz Merchant TST SENDER ACCT - Toronto: Central Intake Ontario - Toronto Diagnostic Imaging 9 Groucho St Toronto, ON M8H9D9 416-555-9999 (P) 416-555-9990 (F) Billing #: 123456 Professional ID: 12345
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Referral Form Summary

Additional Patient Information
Sex assigned at birth: Male
Pronouns: He/Him
Preferred language: English
Best method of contact: Mobile
Voicemails acceptable

Payer Type: OHIP

Exam(s) Requested:
MRI Requisition

Triage Considerations
Requested Triage Priority: Routine

MRI Exam/Region(s) of Interest:

Printed on May 14, 2026 at 8:39 AM
Ocean Reference #: d319f6dd-38aa-4e29-88ae-77f71c2f1c48

What Does the Referrer See?

- 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

What Does the Referrer See?

Below are screenshots of the **Patient Safety Screening** and **MRI Safety Screening** sections that referrers complete on the Standardized Referral Form (SRF) when submitting a referral to the TR DI Central Intake:

Patient Safety Screening:

Renal Assessment Questions:

- ☐ No known kidney issues
- ☐ Yes, patient has impaired renal function or a history of renal transplant

Known hypersensitivity to contrast agents:

- ☐ Yes ☐ No ☐ Unknown

Pick/Port-a-Cath

- ☐ Existing PICC line or Port-a-Cath for vascular access
- ☐ Currently pregnant
- ☐ Currently breastfeeding
- ☐ Patient cannot provide reliable medical history or provide consent for contrast injections (where applicable)
- ☐ Accessibility concerns or disability

Requires Sedation:

- ☐ Claustrophobia requiring oral sedation
- ☐ Require general anesthesia

MRI Safety Screening:

To prevent delays in scheduling, please provide all relevant information:

- ☐ **Has metal fragments in eyes/body** (Attach x-ray reports post injury, if available)

- ☐ **Has active electronic implants (e.g., Cardiac Implantable Electronic Device, Neurostimulator, Cochlear Implant, Medication Pump, etc.) or retained parts (e.g., leads, etc.):**

If yes, what implants does the patient have:

- ☐ CIED ☐ Neurostimulator ☐ Cochlear Implant ☐ Medication Pump ☐ Other

- ☐ **Has other metal containing devices (e.g., Aneurysm Clip, IUD, Tissue Expander, Shunt, Stent, Coil, Traction Device, Glucose Monitor, etc.), metal foreign bodies (Shrapnel, Bullets, Subdermal Piercings, etc.), or orthopedic device:**

If yes, what implants does the patient have:

- ☐ Aneurysm Clip ☐ Coil ☐ Glucose Monitor ☐ Heart Valve ☐ Copper or Stainless Steel IUD ☐ Orthopedic Device(s) ☐ Pessary ☐ Prosthesis ☐ Shunt ☐ Stent ☐ Subdermal Piercings ☐ Tissue Expander ☐ Traction Device ☐ Other

- ☐ **None of the above**

How to Identify a CI Referral?

All CI referrals will have a **CI cover page** with the **OH logo** and sent **using the DI SRF via Ocean**.

Key identifiers:

- 1 Sent By: Central Intake
- 2 Bar Code

**Ontario Health**

Patient Referral

Sent to: St. Joseph's Health Centre
Fax #: 416-530-6060
Voice #: 416-530-6169
Address: 30 The Queensway, Toronto, ON
Sent: 05/06/2026 09:47:16

Sent by: Central Intake ON – Toronto (CT/MRI) Hub 1
Fax #: 16479254613
Voice #: 16479254613

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

Return to Central Intake Due To:

☐ Rerouting Required. Site unable to perform requested exam due to: Reason/Rationale: _____

☐ FYI Only: Inappropriate examination. Referring provider has been notified.

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H02-0001umA-0506

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Learn more or sign up at <https://www.ontariohealth.ca/digital-innovations>

What is Included in a CI Referral?

Central Intake Cover Page
Page 1

This is the Central Intake Cover Page (Page 1) from Ontario Health. It features the Ontario Health logo at the top. Below the logo, it says "Patient Referral". The page contains contact information for the Central Intake (CI) - Toronto (678895) and the Central Intake (CI) - Toronto (678895) Hub. It also includes a "CONFIDENTIAL / CONFIDENTIEL" section with a warning not to release personal health information. At the bottom, there is a "Return to Central Intake Due To:" section with checkboxes for "Referral Required - Site unable to perform requested exam" and "PAT (only - inappropriate examination)". A QR code is located on the right side of the page.



Referral
1-2 pages using Ocean
eReferral template

This is a sample of a Referral (1-2 pages using Ocean eReferral template). It shows a "Referral for MRI" form from the Ocean eReferral system. The form includes a "Referral Status" section, a "Referral Details" section, and a "Referral Summary" section. The "Referral Details" section contains information about the patient, the referring physician, and the requested examination. The "Referral Summary" section provides a brief overview of the patient's history and the reason for the referral.



Attachment(s)
Last page(s), if any
of pages may vary

This is a sample of an Attachment(s) (Last page(s), if any; # of pages may vary). It shows a "CENTRAL INTAKE TEST ATTACHMENT" form. The form is a simple, clean document with the title "CENTRAL INTAKE TEST ATTACHMENT" centered at the top. It is a placeholder for any additional information or images related to the referral.

What is Included in a CI Referral?

When Reviewing the Central Intake Referral...

- **You will see:**
 - Referrer responses to all mandatory questions
 - Optional questions where the referrer selected “Yes”
- **You will NOT see:**
 - Optional questions where the referrer selected “No”
 - Optional questions the referrer did not answer

What to Do When You Receive a CI Referral?

- Follow your current processes:
 - Triage, protocol, book, screen, and/or decline/reject
 - Communicate with the referrer, as needed (e.g., if more information is required)
 - Communicate and coordinate with the patient, as needed
- **New:**
 - Notify the hub of Non-Clinical Rejections (*see next slide for steps*)



Non-Clinical Rejections

- Rejections at clerical level, e.g.,
 - Incomplete referrals
 - Duplicates
 - Service not offered at the location (e.g., modality / technical capabilities not available)



Clinical Rejections

- Inappropriate Referral (i.e., as determined by a clinician at protocoling)
- Site-specific criteria (e.g., missing information necessary to appropriately protocol)

Hub Notification: Non-Clinical Rejection

Notify the Hub for non-clinical rejections.

Process:

1. Mark "FYI Only" on the CI cover sheet
2. Send marked CI cover sheet with the original referral to the Hub's fax number as indicated on the cover sheet

Note: Notifications can be sent back in batches and does not need to be sent at the time of the rejection. CI cover sheet must be the first page of every referral set in the batch.

Ontario Health
Patient Referral

Sent to: St. Joseph's Health Centre
Fax #: 416-530-6060
Voice #: 416-530-6169
Address: 30 The Queensway, Toronto, ON
Sent: 05/06/2028 09:47:16

Sent by: Central Intake ON - Toronto (CTMRI) Hub
Fax #: 16478254613
Voice #: 16478254613

CONFIDENTIAL | CONFIDENTIEL
May contain Personal Health Information
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Return to Central Intake Due To:
☐ Rerouting Required. Site unable to perform requested exam due to: Reason/Rationale: _____
☒ FYI Only: Inappropriate examination. Referring provider has been notified.

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Return to Central Intake Due To:

☐ Rerouting Required. Site unable to perform requested exam due to: Reason/Rationale: _____

☒ FYI Only: Inappropriate examination. Referring provider has been notified.

Digital or written/printed

WHAT TO KNOW and DO?

Guidelines/Job Aids: *Receiver Sites*



DI Clerical Staff

Toronto Region Central Intake Guidelines / Job Aid

Step	Activity
1	Look for Central Intake (CI) referrals via the CI cover sheet and barcode
2	Process the referral according to your site's practices and standards (e.g., triage, protocol)
3a	Request More Information (if your site requires more info to process the referral, such as surgical reports): Follow your site's current process
3b	Reject for Non-Clinical Reasons (if your site is rejecting the referral at clerical level): - Follow your current practices for rejections - Notify the Hub: Check off the "FYI Only" box on the cover sheet and fax to the DI Hub with the referral
3c	Reject for Clinical Reasons: If your radiologist is rejecting the referral for clinical reasons: Follow your current practices; no notification to the Hub is required
3d	Accept Referral: Follow your current practices to book and communicate acceptance/appointment to the patient and PCP; no notification to the hub is required
-	<i>If you encounter any issues related to CI, inform your manager / supervisor and follow your site's practices; your manager / supervisor will determine if/when to contact the CI Hub</i>
-	<i>Please DO NOT use the "Rerouting Required" checkbox, at this time</i>



Clerical Manager / Supervisor

Toronto Region Central Intake Guidelines / Job Aid

Step	Activity
1	Ensure staff are correctly identifying Central Intake (CI) referrals
2	Monitor that CI referrals are being processed according your site's practice (e.g., triage, protocol)
3a	If your site requires more info to process the referral, instruct staff to follow your site's processes; attempt to collect required info instead of rejecting the referral
3b	Support staff, as needed, in appropriately flagging referral rejections to the DI Hub: • Clinical rejections: Follow your current practices; no Hub notification required • Non-clinical rejections: Follow your current practice. In addition, ensure that an "FYI Only" copy is being sent to the DI Hub (please see relevant instructions in this deck)
4	Ensure your site can track the volume of CI referrals received to support Quality Assurance (QA) checks
4b	As part of QA during Soft Launch, a regular email check-in will be conducted. The Hub will report to you by email the volume of CI referrals sent to your site. Please reply back to confirm the volume you have received. This is an interim QA process. • If a discrepancy is identified in the #s sent versus received the project team will support in troubleshooting
-	<i>If issues arise (e.g., tech, workflow), submit through the Technical Issue Reporting Form (linked here)</i>
-	<i>Please DO NOT use the "Rerouting Required" checkbox, at this time</i>



MRI Manager / Supervisor

Toronto Region Central Intake Guidelines / Job Aid

Step	Activity
1	Ensure staff are correctly identifying Central Intake (CI) referrals
2	Monitor that CI referrals for MRI are being processed according your site's practice (e.g., MRI screening)
3	If your site requires more info to process the referral, instruct staff to follow your site's processes (e.g., more info needed about implanted device); attempt to collect required info instead of rejecting the referral
4	Communicate to patients and providers according to your site's current practices and standards (e.g., for booking, rescheduling, etc.)
-	<i>Support staff with questions, decision-making, and escalations; Reinforce that there are no changes to MRI clinical workflows with the introduction of CI</i>
-	<i>If issues arise (e.g., tech, workflow), submit through the Technical Issue Reporting Form (linked here)</i>



CT Manager / Supervisor

Toronto Region Central Intake Guidelines / Job Aid

Step	Activity
1	Ensure staff are correctly identifying Central Intake (CI) referrals
2	Monitor that CI referrals for MRI are being processed according your site's practice (e.g., triage, booking)
3	If your site requires more info to process the referral, instruct staff to follow your site's processes (e.g., more info needed about diabetes or kidney function); attempt to collect required info instead of rejecting the referral
4	Communicate to patients and providers according to your site's current practices and standards (e.g., for booking, rescheduling, etc.)
-	<i>Support staff with questions, decision-making, and escalations; Reinforce that there are no changes to CT clinical workflows with the introduction of CI</i>
-	<i>If issues arise (e.g., tech, workflow), submit through the Technical Issue Reporting Form (linked here)</i>

HOW TO GET MORE INFO?

How to Get Help?

If you encounter a technical issue:

1. Consult with your hospital's Help Desk to confirm whether it is an internal (e.g., network or device issue occurring at your site) vs external issue
2. If it is an external issue **at the DI Hub**, notify the Hub by email
3. The DI Hub will follow their Help Desk process to investigate and resolve the issue

For safety incidents, please follow your internal protocol.

*For Personal Health Information (PHI) breaches, please follow your internal protocol and **notify the Hub by email** (please do not include PHI in the email; see contact info on slide 32).*

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 One Pager, FAQ and primary care resources, etc.; this site may be updated periodically



Toronto Region Issues Feedback Form

Access here:
[Toronto Region DI Central Intake - Technical Issue Reporting Form](#)

A screenshot of a web form titled "Toronto Region DI Central Intake - Technical Issue Reporting Form". The form includes a header with the title and a "Close" button. Below the header, there is a section for "1. Hospital / Receiver Site Name" with a dropdown menu. This is followed by a section for "2. Who should we contact for follow up?" with a text input field. Then, there is a section for "3. Issue Details" with a text input field. Finally, there is a section for "4. Supporting Information" with a text input field. The form is designed with a clean, professional layout and includes a "Submit" button at the bottom.

Frequently Asked Questions (FAQ)

Link:
[2026 - TR CI June Soft Launch FAQ - Receiver Site.pdf](#)

A screenshot of a document titled "TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI) FAQ & CI REFERRALS | SOFT LAUNCH - June 30, 2026". The document is divided into sections with headings and bullet points. The first section is "FREQUENTLY ASKED QUESTIONS: Receiver Sites". The second section is "1. What is Central Intake (CI) and how does it work?". The third section is "2. What is changing with Central Intake for hospital sites?". The fourth section is "3. What is the purpose of a Soft Launch?". The fifth section is "4. What is the role of the CI Central Intake Hub?". The sixth section is "5. What steps do we take when we receive a CI referral?". The seventh section is "6. Do we handle rejections any differently?". The eighth section is "7. When do we need to notify the Central Intake Hub?". The ninth section is "8. Will this increase our workload or volumes?". The document is designed with a clean, professional layout and includes a footer with the Ontario Health and UHN logos.

Contact Information

DI Hub

Phone Number: (416) 340-5266

Fax Number: (647) 925-4603

Email: TR-DI-Central-Intake@uhn.ca

CI Project Team

Email: TR-Central-Intake-PM@uhn.ca



Thank you!