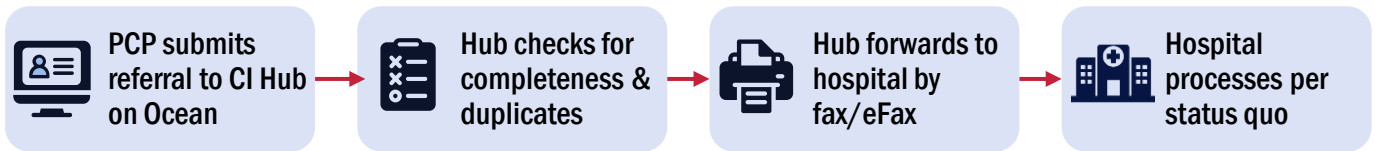


TORONTO REGION DIAGNOSTIC IMAGING CENTRAL INTAKE (CI)

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

FREQUENTLY ASKED QUESTIONS: Receiver Sites

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



2. What is changing with Central Intake for hospital sites?

During Soft Launch, change is minimal. If a community-based 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 local current processes. CI Hub referrals can be identified by a unique cover page.

3. What is the purpose of a Soft Launch?

The Soft Launch will support monitoring of referral flow while minimizing disruption until additional provincial capabilities are in place, enabling future expansion.

4. What is the role of the DI Central Intake Hub?

The DI Hub performs administrative reviews only, such as checking for completeness and duplicates. The hub operates Mon-Fri, during daytime business hours.

5. What steps do we take when we receive a CI referral?

DI Departments should continue current workflows as usual, including clerical review, radiologist protocoling, booking, and internal routing.

6. Do we handle rejections any differently?

DI Departments are expected to reject referrals per current processes, by sending them directly back to the referring providers.

7. When/Do we need to notify the Central Intake Hub?

For rejections at the clerical level, send an FYI to the Hub using the CI cover page to help track trends and improve the system over time. The Hub does not need to be notified of rejections related to clinical/protocoling reasons.

8. Will this increase our workload or volumes?

No. Volumes directed through the Hub are expected to be low at the start, and the Soft Launch is specifically designed to avoid disruption to existing site workflows.



QUESTIONS?

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