

Central Intake for Outpatient MRI

If you are a patient requiring an MRI scan, here's what you need to know

In December 2019, hospitals in the Ottawa Valley and Eastern Ontario that provide MRI services will be launching a new Central Intake Program for all outpatient MRI scan requests. This means that your doctor will send your MRI request to a central hub, and it will then be assigned to an MRI site in the region that makes the most sense for your specific situation.

These hospitals are dedicated to providing timely and improved access to services across the region. To provide high-quality care to patients requiring an MRI scan, the Central Intake Program will provide referring physicians and their patients with a secure single point of access for requesting an MRI scan anywhere in the region. For patients and their physicians, Central Intake will deliver a consistent, high-quality experience, while providing more equitable access to these important diagnostic imaging tests.

What are some of the benefits to me as a patient?



Some sites have really long waits and others very short. We plan to provide more equal access to care for all patients to care by helping making the wait time the same everywhere.



We are working on reducing administrative inefficiencies so that your referral gets processed more quickly.



The service will provide you with more options to receive care close to home or with a provider of choice.



We are working to be more transparent with up-to-date information regarding how long you may need to wait for your scan.



Your doctor has been provided with evidence-based MRI referral guidelines to help them provide the best care possible.

What if I have a preferred site for my scan?

Patient preference is very important to the Central Intake Program. Patients can choose to receive services in the language of their choice regardless of where they receive services. Patients may also choose to receive services at a specific hospital by having their physician indicate that choice on the requisition form. Hôpital Montfort is Ontario's Francophone academic hospital and the only hospital in the region guaranteeing services in French throughout the hospital. Cornwall Community Hospital and The Ottawa Hospital's General Campus are also designated under the French Language Services Act for most services in diagnostic imaging.

What if I am waiting for my appointment to be scheduled?

You will be called by an MRI site to inform you of the scheduled date and time of your appointment. While the new service goes through a start-up transition period, and staff get used to their new workflows, likely between November and January, it may take a little longer than usual to receive a call for scheduling. The Central Intake Program will be working to create shorter processing and scheduling times as a result of this new service.

What if I have been scheduled for an appointment and am waiting for my exam?

If you are already scheduled for an appointment, there will be no change in your appointment date, time, or location. You will still attend this appointment as previously determined.

If I have any questions, who can I contact?

For more information, you may contact either your family doctor or the physician who referred you for your MRI scan.