

Ontario Health (OH) West Diagnostic Imaging Central Intake Requisition FAQs 2.0

Below includes a list of commonly asked questions and answers about Central Intake and the CT and MRI common requisition forms.

Please note that the OH West Diagnostic Imaging Central Intake Office has not yet launched and is anticipated to go live in 2026, and referring providers will continue to follow the current practice of sending requisition forms directly to hospital sites until such time.

QUESTIONS	ANSWER
What is the OH West Diagnostic Imaging Central Intake Program?	The OH West Diagnostic Imaging Central Intake Program – known as WE-CARE 2 IMAGE – is a single, regional initiative designed to receive outpatient CT and MRI referrals from both hospital and community providers and efficiently route them to the most appropriate hospital within OH West. This distribution is guided by load-balancing data that considers patient location, required services, and individual patient needs.
When will Central Intake be available?	The OH West Diagnostic Imaging Central Intake office is expected to go live in 2026.
Why were the OH West DI Central Intake forms launched before the Central Intake Office became operational?	The forms were released in advance to give hospitals and referring providers time to become familiar with them prior to the official launch of the OH West DI Central Intake office. This early release ensured that staff could review, practice, and integrate the forms into their workflows, reducing the risk of delays or errors once the Central Intake office went live. This is a first step towards alignment.
Where and how can I access the OH West CT and MRI common requisition forms?	To access PDF Fillable versions of the OH West CT and MRI common requisition forms, please visit our website, www.wecare2image.ca/requisition-forms/ Telus PS Suite and Accuro EMR compatible versions can be found here https://www.swpca.ca/EMRResource/ For OSCAR, the digital PDF can be moved into the EMR. This will allow providers to complete and submit referrals directly within their electronic medical record system, streamlining workflow and reducing the chance of missing information.

Which forms should I be using for CT & MRI referrals?	Please use the standardized OH West DI Central Intake referral paper forms for CT and MRI. These paper forms are accepted across all OH West Hospitals and help ensure that referrals contain all necessary clinical and administrative information. If already using eReferral, please continue to do so.
Are all OH West hospitals required to accept the common referral forms?	Yes. All OH West hospitals have agreed to accept the standardized DI paper referral forms for CT and MRI. This supports a unified referral process and minimizes rejected requests.
How do I submit a referral through the Central Intake?	At the moment, referrals are to be sent to each hospital, as with your current practice. Further communication will be provided prior to going live.
How can I find the right phone or fax number?	For a comprehensive list of hospital sites across the region, including CT and/or MRI phone and fax numbers, please refer to the OH West Service Catalogue, which can be found at www.wecare2image.ca/requisition-forms/. You can continue to utilize the same hospitals and fax numbers that are currently being utilized.
The service catalogue indicates the same fax number for multiple sites, how can I select a preferred site?	If the service catalogue lists the same fax number for multiple CT or MRI sites, referring providers can still indicate their preferred site for the diagnostic imaging exam by writing the preferred site at the top of the form. If no preferred site is identified, the receiving hospital will identify the most appropriate site, as per the current process.
I already use eReferral to send CT & MRI requests. Do I need to change my process?	No. If you are already using eReferral, please continue with your existing referral process. The OH West DI Central Intake form is intended to replace the current <i>paper</i> requisition forms only. It is not a replacement for eReferrals.
How does OH West DI Central Intake support	The OH West DI Central Intake referral forms were designed with Choosing Wisely Canada recommendations in mind. The checklists will be available on the WE-CARE 2 IMAGE website which will prompt referring providers to include appropriate clinical information and

the Choosing Wisely initiative?	encourage evidence-based imaging decisions, helping to reduce unnecessary testing and improve patient care.
Who can I reach out to for more information?	For additional support, please connect with your team leaders. For more general support, please reach out to a member of the OH West Diagnostic Imaging Central Intake Team at WECARE2IMAGE@hhsc.ca .