Memorandum

Date: December 4, 2018
To: All MRI referring clinicians
From: Dr. Jonathon Leipsic, Regional Medical Director and Department Head, VCH/PHC Medical Imaging
Dr. Emil Lee, Regional Medical Director and Department Head, FHA Medical Imaging
Jeff Chabot, Project Manager, Lower Mainland Medical Imaging
Re: MRI Central Intake – Frequently Asked Questions – Memorandum #6

Lower Mainland Medical Imaging has implemented central intake for outpatient MRI referrals across Fraser Health (FH), Vancouver Coastal Health (VCH) and Providence Health Care (PHC). Here is a summary of the most frequently asked questions regarding this new service.

1. Which MRI referrals should be sent to the MRI Central Intake Office (CIO)?
   - All outpatient MRI referrals must be sent to the MRI CIO except the following:
     - MRI referrals to BC Children's Hospital – send directly to BC Children's Hospital
     - MRI referrals to the BC Cancer Agency beside VGH – send directly to the Vancouver Center
     - Specialty Co-located Clinics within the hospital that order through “Order Entry” should continue to order directly with the site MRI Department
   - Inpatient and Emergency MRI referrals should not be sent to the MRI CIO.
   - Urgent Outpatient MRI referrals that require imaging within 72 hours should not be sent to the CIO, please contact the relevant site MRI department by phone to speak with a radiologist.
   - The new fax number for the MRI Central Intake Office is 1-866-588-6955.

2. How do I find out where my MRI referral to the Central Intake Office is being booked?
   - The CIO works like a distribution center. MRI referrals are received, reviewed for completeness at a high level, and then assigned to the most appropriate MRI booking site where it is then scheduled. The CIO is not a booking office and does not have access to the specific booking details of any MRI referral. Before enquiring as to the status of a MRI referral, please allow one week for the booking to occur and for a booking notification to be sent to the referring clinician's office.
   - The phone number for the MRI CIO is 1-866-588-6954. Central Intake staff can only comment on where a specific referral has been sent. The MRI booking offices at each site are capable of looking up all MRI referrals assigned by the CIO.

3. What studies require an Appropriateness Checklists for MRI?
   - All outpatient MRI referrals for lumbar spine, knee and hip body parts must be submitted along with a completed copy of the newly developed appropriateness checklist.
   - Starting this week, a notification that the appropriateness checklist was missing will go out to referring clinicians that submitted a referral for knee, hip or lumbar spine MRI exam without submitting one.
   - A deadline of Monday, January 7th 2019 has been set where a completed appropriateness checklist will be required for any knee, hip or lumbar spine MRI referral to be forwarded to a site for booking.
   - For additional appropriateness guidance from a radiologist, please call the Rapid Access to Consultive Expertise (RACE) line at 1-604-696-2131 or visit http://www.raceconnect.ca.

The MRI Requisition & Appropriateness Checklist can be found at: http://www.vch.ca/MRI-Central-Intake.

Lower Mainland Medical Imaging is committed to evaluating and enhancing the new MRI central intake process. For questions regarding the new MRI central intake process, please email MRICentralIntake@vch.ca.