Lower Mainland Medical Imaging (LMMI) launched the MRI Central Intake Office (CIO) on Oct 29th, 2018. In the two and a half months since then we have reached the following levels of service:

- The CIO distributes an average of 2800 MRI referrals per week.
- 85% of adult outpatient MRI referrals are coming directly to the Central intake office versus being sent to the medical imaging departments at the hospitals.
- Our compliance with the use of the appropriate checklist for knee, hip and lumbar spine MRI referrals has improved from 45% compliance in the two weeks after launch to 64% in our most recent data capture at the end of December.
- 24% of our referrals requested a preferred site for the MRI to be performed.
- Our average turnaround time from when we receive the referral to it being sent to an MRI department for scheduling is 2.5 hrs which includes nights, weekends, and any delays for incomplete referrals that are returned for additional information. The average turnaround time during core operating hours on a weekday is just under 1.5 hrs.

We are interested in learning more from the referring community regarding your interaction with the MRI Central Intake Office. Please take the time to fill out this short 6 question survey to help inform us on how we can improve our service.

The survey can be found at the following link: [https://www.surveymonkey.com/r/L8C2LNS](https://www.surveymonkey.com/r/L8C2LNS). The survey will be open until Feb 8th, 2019.

The link to this survey will also be shared through an email sent out via the Division of Family Practice distribution lists in each Health Authority and can be found on our webpage at [http://www.vch.ca/MRI-Central-Intake](http://www.vch.ca/MRI-Central-Intake) which can be found easily by googling “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](mailto:MRIcentralIntake@vch.ca).