



To: All Burlington Primary Care Physicians

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Subject: Diagnostic Imaging Update – Joseph Brant Hospital

Thank you for your ongoing partnership in caring for the Burlington Community. At Joseph Brant Hospital (JBH), we are deeply committed to supporting you with efficient processes and delivering the highest quality Diagnostic Imaging services. Our goal is to ensure timely access, accurate results, and seamless communication so that together we can provide the best possible patient care. For your reference, wait time information for both CT and MRI can be found at: <https://www.ontariohealth.ca/system/reporting/wait-times>. Currently in Ontario, 64% and 31% of patients for CT and MRI respectfully are being scanned within target wait time. Routine CT scans are being completed on average within 87 days and 104 days for MRI.

We recently reached out to Burlington Primary Care Physicians and received some common questions about referrals and imaging at JBH. We are happy to share some communication and answers to these commonly asked questions.

CT and MRI Prioritization

All CT and MRI requests are triaged by JBH radiologists ensuring alignment with provincial best practice guidelines. Priority is based on the indication provided in the referral, with emergent and urgent cases scheduled first, followed by semi-urgent and routine requests. Clear clinical details in your referral help us to ensure timely access for patients with the greatest need.

Ocean eReferrals

Can we use Ocean for Diagnostic Imaging Referrals at JBH?

Yes, you can use Ocean eReferral to submit requests directly to JBH's Diagnostic Imaging Department. In fact, Ocean eReferral is our preferred method to receive your referrals as it streamlines communication, reduces paperwork, and ensures referrals are tracked efficiently. We will be phasing out paper requisitions in the near future. Please start to transition to using Ocean for all Diagnostic Imaging referrals.

Does it cost anything to use Ocean to submit requisitions to JBH Diagnostics Imaging Department?

There is no cost to you or your patients to use Ocean eReferral to submit requests for imaging. It is a secure, Ministry-supported tool designed to make the referral process easier and more transparent.



Where can I get more information about Ocean?

For more information and to sign up for an Ocean account please go to: <https://www.oceanmd.com/getting-started/>

Central Intake

What is “Central Intake”?

The Ontario Health West Diagnostic Imaging Central Intake Program, branded as WE-CARE 2 IMAGE, is being designed to create a single, standardized entry point for CT and MRI referrals across the West Region. It aligns with Ontario Health’s provincial vision for centralized intake, ensuring equitable access and more efficient use of imaging resources.

Has Central Intake gone live yet for CT and MRI?

Central Intake has not yet gone live. More communication will be sent when a confirmed Go Live date is determined.

Why are we being asked to use the new Central Intake form for CT and MRI if Central Intake has not yet gone live?

The Centralized Referral forms for CT and MRI have been implemented ahead of the Central Intake launch to ensure a smooth transition and readiness across the region. This proactive step supports equitable access, efficient triage, and patient safety. When Central Intake goes live, providers and patients will benefit from an even more streamlined, reliable system.

Why are you asking us to use these new Central Intake forms if you want us to use Ocean for our Imaging referrals?

Ocean is our preferred method to receive referrals. We are encouraging you to use Ocean for all diagnostic imaging request. The Central Intake form should only be used if you have not yet transitioned to Ocean.

Why are phone & fax #'s missing from the Central Intake Referral form?

Once Central Intake goes live, the referral fax # will be added to the referral form. Until Central Intake goes live, if not yet using Ocean, please continue to fax referrals to Joseph Brant Hospital Diagnostic Imaging Department: 905 681-4830. We are only able to accept referrals through Ocean, and for a limited time by paper requisitions.

Joseph Brant Hospital’s Diagnostic Imaging Department remains committed to supporting you with clear processes, timely access, and high-quality patient care. We value your collaboration and thank you for working with us to deliver safe, efficient and patient-centered diagnostic imaging services for our community.