

South West LHIN Standard MRI Requisition & Appropriateness Checklists

Frequently Asked Questions

1. What is the purpose of the new standardized South West LHIN MRI Requisition form?

The new form allows streamlining of processes across our LHIN, with all sites using the same form. One standardized form (as opposed to different forms for each site) creates efficiencies across the continuum from the referring physician to the hospital booking sites. This new form will help to improve prioritization and access to the MRI services for patients.

2. What is the purpose of the new South West LHIN Appropriateness Checklists for spine or knee, and do they have to be filled out every time?

The purpose of these checklists are threefold.

1. They are designed as a tool to help referring physicians choose wisely, and help explain to patients why a particular request is recommended or not recommended in helping the patient.
2. The checklists helps to provide further information to ensure the most urgent cases receive the highest priority across our LHIN no matter where the patient is seen.
3. By using the checklist, it streamlines the process resulting in efficiencies which will translate into improved throughput and patient care.

Whenever a MRI Requisition is submitted for knee or spine, the corresponding Appropriateness Checklist must also be submitted with the requisition, without exception.

The checklists were conceived because spine and knee are the most referred studies with the longest wait lists and potentially the ones for which an alternate diagnostic tool may be faster, more appropriate and more helpful for the patient's care.

3. How will the new forms be rolled out and how will my practice/staff access them? (note: different doctor's offices will access them differently based on their capabilities)

For teams that utilize *Practice Solutions* or *Accuro* EMR systems, an electronic version of the forms are available for download on the South West Primary Care Alliance website (www.swpca.ca). If you are using a different Electronic Medical Record (EMR) system or are a paper-based office, the fillable PDF versions of the form are also available for download from the South West Primary Care Alliance website. This website will remain the source for the most current versions of South West LHIN MRI Requisition and checklists as updated versions evolve.

4. Are the new forms EMR friendly?

The forms have been formatted for Practice Solutions and Accuro EMR systems only; all other offices may use the fillable PDF version provided on www.swpca.ca. Any office team that wishes to format the form for another EMR system and has the resourcing available/willing to do so, please let us know at info@partneringforquality.ca.

5. When will the new forms be mandatory?

The new standard South West LHIN MRI Requisition Form and Appropriateness Checklists will become mandatory as of January 31, 2018. Any referrals received after this date that don't comply will be returned with a request to use the new standard South West LHIN Forms.

6. Who do I contact if I have a question about my denied MRI requisition?

At the receiving hospital sites, a new standardized form will be used by all MRI bookings teams to respond to referrers if a MRI request is incomplete, using incorrect/outdated forms, or to respond with the radiologist's recommendations.

If you receive a denied MRI requisition response, this form will clearly contain details of the reason as well as how to contact the appropriate person regarding follow-up questions or clarifications.

7. When I fax my form, where does it go?

While these changes allow for standardization and streamlining across the South West LHIN MRI sites, at this time there are no changes to the bookings processes at each location. The form will be processed at the bookings department of the individual site to which you direct the form using the fax number and check box provided at the top of the form.

8. Does this mean my patients will get booked faster?

A major goal of these changes is to create efficiencies across our system, and ensure that the patients with the most urgent need of MRI receive access to these services faster, and to provide tools and processes that assist referring physicians in recommending the right modality for the right patient.

9. Can I request MRI at a specific site?

There is currently no change to MRI booking processes and so this continues to be handled on a site-by-site basis. As such, it remains at the discretion of the referring physician as to what the best location is to refer the patient.

10. What resources are available if I have more questions?

If these FAQs did not answer your questions, please refer to some of the other excellent resources available at www.swpca.ca; including, an Overview Presentation and a series of short informative training videos that can be accessed on demand and these should address a majority of questions. If you have additional questions or issues, please email info@partneringforquality.ca and your question will be forwarded to the appropriate individual to respond to you as quickly as possible.