



Central Intake Fact Sheet

Central Region

What is Central Intake?

Central Intake represents a single point of access for referrals to multiple health services, helping primary care providers ensure patients receive timely, appropriate care, no matter the referral type. Central Intake is designed to reduce administrative burden, improve communication, and optimize patient access across the region.



Why Use Central Intake?



SENDER

Reduces Duplication:
24% fewer duplicate referrals, saving time for providers and patients ¹



RECEIVER

Improves Appropriateness:
Enhances referral pathways to connect patients with the appropriate care ²



PATIENT

Reduces Wait Times:
Up to 57% reduction for surgical referrals ⁴
20–25% lower wait times for non-emergency assessments ²

Streamlines Communication: Improves coordination between referring providers and specialists, while enabling senders to monitor referral status ^{2,3}.

How to Refer?

Live



Orthopedics

(Musculoskeletal currently)

In-Development



**Mental Health
and Addictions**



**Diagnostic
Imaging**
(CT/MRI)



Cataracts

1. Submit **eReferral**: Use [Ocean Healthmap](#): **Regional Central Intake Hub – Orthopedics (OH Central)**
2. Fax Referral: **1-833-230-6623** or use current CI fax numbers

Sources

1. Amplify Care (2025). Case Study: Single-Entry Model for Diagnostic Imaging. eHealth Centre of Excellence. [eHealth Centre of Excellence](#)
2. Kennedy et al. (2025). Central intake system for surgical waitlist management: Systematic review. BMJ Open, 15(9), e091530. <https://doi.org/10.1136/bmjopen-2024-091530>
3. Canada Health Infoway (2024). eReferral/eConsult Initiative. <https://www.infoway-inforoute.ca/en/featured-initiatives/ereferral-econsult>
4. Milakovic et al. (2021). Central intake for musculoskeletal services: Population-based evaluation. CMAJ Open, 9(2), E413–E423. [PDF](#)

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