

MEMORANDUM

DATE: January 30, 2026
TO: Community Health Providers
FROM: Island Health Medical Imaging
RE: Novari Medical Imaging Requisition Management (MIRM) – March 2026 Go-Live

Dear Community Providers,

Island Health is reminding community providers and Medical Office Assistants (MOAs) that Novari Medical Imaging Requisition Management (MIRM) will go live across the Island Health region in **March 2026**. Novari MIRM is a digital requisition management system that converts faxed outpatient medical imaging requisitions into a centralized, electronic workflow. This improves requisition tracking, reduces lost paperwork, and enhances communication with both providers and patients.

WHAT'S CHANGING

- Faxed outpatient imaging requisitions will be automatically digitized into a centralized system.
- Enhanced communication for providers and patients.
- New medical imaging fax numbers are required beginning March 2, 2026** (see below).

NEW MEDICAL IMAGING FAX NUMBERS FOR OUTPATIENT REQUISITIONS

Effective March 2, 2026, begin faxing OUTPATIENT medical imaging requests to the following numbers. PLEASE remove all previous fax numbers.

North Island (Comox, Campbell River, Port Hardy...)

ALL OUTPATIENT REQUESTS (EXCEPT X-RAY)

Current Fax Lines (discontinue use March 2 nd)	Service / Location	NEW Fax Number
250-286-7106 250-331-5906 250-370-8947	North Island Intake <ul style="list-style-type: none">CTUltrasoundNuclear MedicineBreast ImagingFluoroscopyAngiographyMRIBone Mineral Density	(855) 350-5594

Central Island (Parksville, Nanaimo, Port Alberni, Tofino...)

ALL OUTPATIENT REQUESTS (EXCEPT X-RAY)

Current Fax Lines (discontinue use March 2 nd)	Service / Location	NEW Fax Number
250-716-7725 250-951-9507 250-724-8801	Central Island Intake <ul style="list-style-type: none">CTUltrasoundNuclear MedicineBreast ImagingFluoroscopyAngiography	(855) 635-8357
250-716-1876 250-740-6958	Central Island MRI	(855) 640-1931
250-737-2056	Central Island Bone Mineral Density	(855) 621-7892

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South Island/Cowichan Valley (Chemainus, Ladysmith, Cowichan Valley, Duncan)

Current Fax Lines (discontinue use March 2 nd)	Service / Location	NEW Fax Number
250-737-2056	Central & South Island Bone Mineral Density	(855) 621-7892
250-737-2635 250-724-8801	Cowichan Valley Intake <ul style="list-style-type: none"> CT Ultrasound Breast Imaging MRI Fluoroscopy 	(855) 634-9589

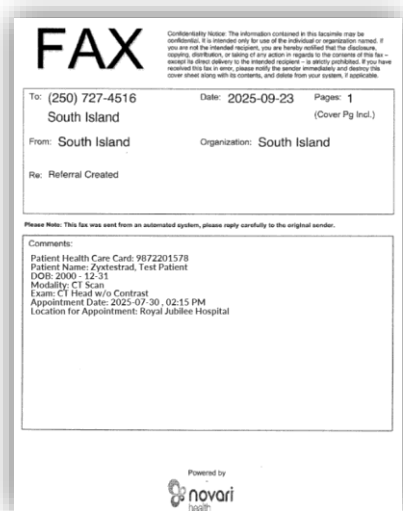
South Island (Victoria, Sooke, Salt Spring...)

Current Fax Lines (discontinue use March 2 nd)	Service / Location	NEW Fax Number
250-737-2056	South Island Bone Mineral Density	(855) 621-7892
250-727-4004	South Island Breast Imaging	(855) 634-9254
250-370-8110	South Island CT	(855) 621-9278
250-370-8514	South Island MRI	(855) 615-2901
250-370-8362	South Island Nuclear Medicine	(855) 632-0834
236-475-1998	South Island Procedural CT/Ultrasound/Fluoroscopy	(855) 615-2845
250-519-3472	South Island Ultrasound	(855) 626-4489

PROVIDER NOTIFICATIONS

When faxing to the new fax numbers, providers will receive a fax back confirmation:

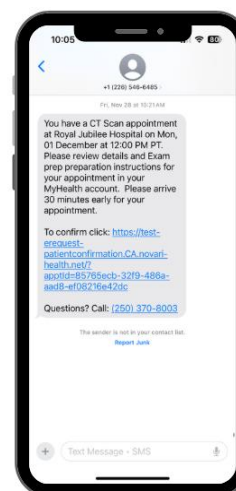
- ✓ When the requisition is received
- ✓ When the patient's exam is booked



PATIENT NOTIFICATIONS

Patients registered for MyHealth will receive text and/or email notifications with:

- ✓ Appointment details
- ✓ Preparation instructions
- ✓ Appointment confirmation links



Patients not registered for MyHealth will continue to receive phone calls.

We strongly encourage providers and MOAs to promote MyHealth registration to patients to support timely communication and reduce delays.

Island Health Medical Imaging

Located at: 1952 Bay Street | Victoria, BC V8R 1J8 Canada

Mailing address: 1952 Bay Street | Victoria, BC V8R 1J8 Canada

Tel: 250-370-8699

islandhealth.ca

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SCOPE

Novari MIRM applies to outpatient requisitions for:

- CT
- MRI
- Ultrasound
- Breast Imaging
- Fluoroscopy
- Nuclear Medicine
- Bone Mineral Density
- Interventional Radiology / Angiography

Not included: X-ray, screening mammography, inpatient, emergency, or CPOE orders.

CANCELLATIONS & CONTACT

- Provider cancellation: Fax the original requisition with a note indicating cancellation.
- Patient questions or cancellations: Medical Imaging Communication Centre 250-370-8003 (available starting March 2026)

HOW YOU CAN HELP

- Begin using the **new medical imaging fax numbers on March 2, 2026**
- Encourage patients to register for MyHealth so they can receive digital instructions and notifications
- Place posters up in your clinic or office in a waiting area or treatment room for patients to view.

Patients can register:

- **By phone:** 1-844-844-2219
- **In person:** Any Island Health lab, medical imaging site, or hospital admitting desk
- **Online:** getmyhealth.islandhealth.ca (BC Services Card required)

Thank you for your continued partnership in improving medical imaging services and patient care across Island Health.

Sincerely,

Dr. J. Alan Andrew, MD, FRCPC
Medical Director & Department Head
Medical Imaging, Island Health

Jeff Beresford
Director
Medical Imaging, Island Health