

# Medical Records Requests

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## Medical Records Request Guidelines - Effective 02/22/2021

**All requests for Medical Records (for pick up/email or mail) will require a "Request Records" form!**

**Link to Request Records: <https://www.washingtonradiology.com/patient-resources/request-records>**

**This can be found on the WR Website under Patient Resources.**

**Completed forms should be faxed to 703-280-1527.**

### **TYPE OF REQUEST:**

#### **PICKUP or EMAIL:**

- 3-5 business day turnaround once Request Records form has been received
- If call is following up on a previously submitted request:
  - If still within the turnaround time, ask caller to call back for an update
  - If outside of turnaround time, direct caller to email, [medicalrecords@washingtonradiology.com](mailto:medicalrecords@washingtonradiology.com)
  - Follow up requests for callers who do not have access to email may be warm transferred to Medical Records
    - If no answer, email [medicalrecords@washingtonradiology.com](mailto:medicalrecords@washingtonradiology.com)
      - Patient Name
      - MRN/Jacket Number
      - What was requested?
      - When was request submitted?
- **STAT** Pick Up requests may be warm transferred to the **CENTER**

#### **MAIL:**

- 7-10 business day turnaround once Request Records form has been received
- If caller is following up on a previously submitted request:
  - If still within the turnaround time, ask caller to call back for an update
  - If outside of the turnaround time, direct caller to email, [medicalrecords@washingtonradiology.com](mailto:medicalrecords@washingtonradiology.com)
- **ONLY urgent requests** or requests for callers who do not have access to email may be warm transferred to Medical Records
  - If no answer, email [medicalrecords@washingtonradiology.com](mailto:medicalrecords@washingtonradiology.com)
    - Patient Name
    - MRN/Jacket Number
    - What was requested?

- When was request submitted

**NOTE: All emails from patients inquiring about previously submitted requests will be answered in 24-48 hours.**

**FAX (only applies to physician's offices):**

- We can only fax Reports, we are unable to fax Images/Films
- Agents can fax the following Reports from Merge without a release form:
  - Mammogram
  - Breast Ultrasound
  - General Ultrasound/Sonogram
  - OB Ultrasound/Sonogram
  - CT (excluding Cardiac Scoring)
  - Fluoroscopy
  - HSG
  - X-Ray
  - MRI
- If patient was seen for multiple exams under one accession, we must fax each report individually, please see [Faxing Report from Merge](#) job aid
- If request is for any other exam type (bone density, cardiac scoring, biopsy/needle localization, etc.), transfer the call to the Center.

**NEW PATIENTS WHO WILL BE MAILING THEIR RECORDS TO WASHINGTON RADIOLOGY:**

- Send to:
  - Washington Radiology  
Medical Records Department  
3015 Williams Dr., Suite 200  
Fairfax, VA 22031

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