

Patient Communications - Reminders & Confirmation

Last Modified on 05/11/2022 10:44 am EDT



Patient Communications - Reminders & Confirmation

Type	Reason	When
Text	Order Received from Physician	Sent next business day after receiving an order and loading into Merge
Email	Appointment Confirmation	Emailed to patient within 1 hour of scheduling exam
Email (includes MRI exams)	2 Day Reminder	If email address on file, send an email 2 days before exam is scheduled to remind of appointment
Text	2 Day Reminder	If cell phone on file, send a text 2 days before exam is scheduled to remind of appointment
Phone Call	2 Day Reminder	Robo-call 2 days before exam is scheduled to remind of appointment

Example of Appointment Confirmation Email:

Dear STEPHANIE,

Thank you for scheduling your appointment with Washington Radiology. Please see important details below regarding your appointment and our enhanced safety procedures.

Confirmation Number: 1107341393
Name: STEPHANIE (Last name omitted for privacy considerations)
Contact Email: STEPHANIE.WILLIAMS@SOLISMAMMO.COM
Location: 2141 K Street, NW Washington, Washington 20037
Appointment(s): Friday, May 27, 2022 at 11:00 AM

We are mindful of the impact Covid-19 has had on everyone. Your personal safety and the safety of our staff is our top priority. Please note our heightened safety procedures below:

- By entering our center location, you confirm that you answer yes to three screening questions ([click here](#)). If you are unable to answer yes, you will need to reschedule your appointment.
- Please wear a face mask or fabric face covering while in our center.
- Personal protective equipment is worn by all clinical staff.
- We continue to follow high level cleansing and disinfection for your peace of mind.
- We encourage social distancing where possible.

Some helpful information for you:

- Please arrive 15 – 20 mins before your appointment.
- If you have prior images and/or reports, please drop them off prior to the day of your appointment if possible. These are necessary for comparison. Missing/incomplete records may result in a delay of your procedure time if not received in advance.
- One visitor is allowed per patient. (That person must also answer the three screening questions.)
- No unsupervised children under the age of 12 are allowed in the center.
- A street map and directions to the location are available here: [GoogleMaps](#)
- If your schedule has changed and you cannot make this appointment, you can reschedule by calling us between 8 a.m. and 4:30 p.m. EST at 703-280-9800
- If you wish to update the calendar on your computer or smartphone – please use the file attached.
- Please do not forget to bring your physician order if your physician requires one for the exam.

Please call (703) 280-9800 to reschedule or cancel the appointment.

EDITED: 05/11/2022