

Email Templates

Last Modified on 06/25/2025 2:26 pm EDT



Email Templates

Please use the following templates when emailing All_WR_CC_Leadership@washingtonradiology.com
Remember to always put [encrypt] in the subject line of your emails that contain any patient information.

Merging Duplicate MRNs - Email to Leadership:

Account to be Deleted or Merged:

Patient Last Name

Patient First Name

MRN (Medical Record Number or Jacket Number)

Patient DOB

Winning Account:

Patient Last Name

Patient First Name

MRN (Medical Record Number or Jacket Number)

Patient DOB

What is being requested:

[Ex: Please merge duplicate MRNs]

Dr. Office Updating Info - Email to Leadership:

Name of Dr:

Who called it in:

Contact info including old:

Phone number:

Fax number:

Address:

New:

Phone number:

Fax number:

Address:

Called Center and Unable to Make Contact:

If for MRI or Biopsy, send email to Leadership and CC the Center Contact using: <http://washington-radiology-contact-center.knowledgeowl.com/help/biopsy-mri-etc-contact>

All other inquiries, email to Leadership.

Confirm info on patient chart then in email include:

MRN:

Center:

What they are needing:

No Adequate Appointment for Symptomatic Patient (Mammo/Breast US):

See [Symptomatic Patient Needs Sooner Appointment](#) job aid

Insurance Verification - Email to Leadership:

Confirm info on patient chart then in email include:

MRN:

Procedure:

Location:

Insurance:

Member ID:

Group Number:

Claims mailing address:

Complaints - Email to Leadership:

Confirm info on patient chart then in email include:

MRN:

If the complaint is with a center or the contact center:

If a center which one:

Basic complaint details:

General Sales - Email to Leadership:

Name of caller:

Number of caller:

Company they are with:

Who they are calling for:

What they are calling about:

What region they are in:

Virtual Colonoscopy Exam Scheduled:

Send to the following AND copy Leadership

CENTER	CONTACT
Washington DC	Latessa.Cornell@washingtonradiology.com Sharon.Smith@washingtonradiology.com Keilani.Sprinkle@washingtonradiology.com Lauren.Quick@washingtonradiology.com

Sterling	Samantha.Nibblins@washingtonradiology.com
	Karen.Peak@washingtonradiology.com
	Zeyada.Berhane@washingtonradiology.com
Chevy Chase	Harly.Noy@washingtonradiology.com

Patient Name:

MRN:

Scheduled Appointment Date & Time:

Location:

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