

Scheduling Inbox - Scheduling@WashingtonRadiology.com

Last Modified on 12/22/2025 3:48 pm EST



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Emailed Orders from Patients:

- Save order in "Orders Received" folder

 > This PC > WR Public Drive (P:) > Orders Received

- If exam is not scheduled, create the order in Merge.
 - See job aid: [Merge - Adding Order - Administrative Task](#)
- If exam is scheduled, note that order was received and loaded to MDM.
 - See job aid: [Order Loading - Existing Jacket Number - No Exam Scheduled](#)

- Move email to "Patient Emails - Orders Completed" subfolder.

EHE Appointment Notifications:

- Appointment Confirmation Emails:

- Forward to Center Director for appropriate location.
 - 19th Street: Include Ashlynn Allums if exam is **breast related** (breast US, SCRN Mammo, DX Mammo)
 - FFX and ARL: Include Natalie Rollins on emails
- Move email to "EHE Completed" subfolder.

EHE Patient Appointment Confirmation
PHYSICIAN ORDER for Screening Mammogram
Washington Radiology Associates- Sterling
ATTENTION: PATIENT APPOINTMENT COORDINATOR
On behalf of the physicians at EHE, thank you for your assistance in confirming a scheduled appointment for our patient. Our patient has been issued a written confirmation of their appointment date, time, and facility location, as well as any prep that may be required. Please refer to patient's EHE record and EHE preventive exam protocol for Screening Mammogram.
Following is our patient's name, scheduled appointment day, date, and time. Below is the Patient's Health History.
[REDACTED] Appointment: Friday, 08/25/2023 at 07:30 AM
21351 Ridgetop Circle Suite 100 Sterling, VA 20166

- Appointment Cancellation Notices:

- Cancel appointment in Merge
 - Notate "Received cancellation notice from EHE. Cancelled appointment."
- Forward email to Center Director at appropriate location
 - K-Street: Include Jalina Russell if exam is **breast related** (breast US, SCRN Mammo, DX Mammo).
 - FFX and ARL: Include Janice Hagens on emails
- Move email to "EHE Completed" subfolder.

EHE PATIENT APPOINTMENT CANCELLATION NOTICE
Dear EHE Physician Partner:
Please note that a previously confirmed EHE patient appointment has been canceled for Patient Sandee Suhrada (SuhrSZ001) on 05/29/2023 at 01:00 PM for Screening Mammogram ().

WR Feedback Emails:

- These are received when a patient completes the "Contact Us" submission from the Washington Radiology website.
 - Inquiries that require a call - completed by Admin or available agent.
 - Cancelling an appointment - completed by Admin.
 - Request for an exam type scheduled by the Center - forward email to appropriate party
- Once completed, move to "Patient Emails - General Completed" subfolder.

Duplicate Account Tickets:

- When the Center submits a request to merge duplicate accounts, the IT ticket is forwarded to the Scheduling Inbox. These will be completed by the assigned Admin agent.
 - See job aid: [Merging Duplicate Accounts - Administrative Task](#)
 - Reply to the requestor and copy the WR Supervisor advising request is complete.

- Move email to "Duplicate Accounts Completed" subfolder.

From: IT <IT@washingtonradiology.com>
Sent: Friday, June 16, 2023 10:18 AM
To: Scheduling WR <Scheduling@washingtonradiology.com>
Subject: New Request Submitted: (WRA ONLY) RIS - Duplicate Account Correction

Request details are :

Requested by : Elizabeth Galvin
 Requester Email: Elizabeth.Galvin@washingtonradiology.com
 Requester Phone:
 Created by : Elizabeth Galvin

Title : Duplicate Account Correction
Description :
Account to be Deleted or Merged:
 Patient Last Name - 
 Patient First Name - 
 Medical Record Number (MRN) - 
 Patient Date of Birth - 

Winning Account :
 Patient Last Name - 
 Patient First Name - 
 Medical Record Number - 
 Patient Date of Birth - 

Comments -

Physician Add New or Update Tickets:

- When the Center submits a request to create a new physician profile, or edit an existing profile, the IT ticket is forwarded to the Scheduling Inbox. These will be completed by the assigned Admin agent.
 - See job aids:
 - [Merge - Updating Physicians - Administrative Task](#)
 - [Merge - Adding New Physician - Administrative Task](#)
 - Reply to the requestor and copy the WR Supervisor advising request is complete.
 - Move email to "Physicians Completed" subfolder.

David Drew Clinic (DDC) Requests:

- These requests are sent from DDC Scheduling Coordinators. We do not speak to the patient directly regarding their appointment.
 - See job aid: **JOB AID TO BE ADDED WHEN AVAILABLE**

Updated: 12/22/2025