



News You Can Use

September 2021

UR Medicine Labs Patient Service Center Labor Day Holiday Hours

Monday September 6th: All patient service centers will be **CLOSED** with STAT services available in observance of the Labor Day Holiday.

We will provide **STAT On-Call** phlebotomy services 7:30am-3:30pm. These services are for **EMERGENT** use only. Ordering physicians need to call UR Medicine Labs Client Services: (585) 758-0510 option 3 to arrange STAT services.

Patients will be scheduled for appointments within 1 hour of calls, and services will be provided at the patient service center at 2400 S. Clinton Ave, Bldg. H, Suite 140.

Continued Shortage of Critical Health Care Supplies

UR Medicine Labs continues to experience supply chain issues. Supplies may look different or be substituted by an alternatively acceptable product. Please contact your account manager if you have questions.

labservicesoutreach@urmc.rochester.edu

Critical Test Results Reporting Policy Requires Callers First and Last Name

As a reminder, when critical value results are being called it is required that we obtain a first and last name of the person receiving the results. For the full policy see SMH Nursing Procedures and Policies. Policy 9648850 or follow this link:

<https://urmc-smh.policystat.com/policy/9648850/latest/>

Technical Bulletins July-August 2021:

For all Technical Bulletins visit: <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

- [BCR-ABL1 Quantitative Testing](#)
- [Cystatin C: New Test In-House](#)
- [Streptolysin O Antibody \(ASO\) Temporary Change to Turn-around Time](#)
- [Microarray 044k Discontinued Test](#)
- [Meningitis Encephalitis PCR Panel: Temporarily limited Panel](#)
- [APIA/PPIA Testing Now Available](#)

Do you receive your results electronically but also receive paper reports?

If you would like to have paper reports “turned-off” because you receive your results electronically, notify your Lab Outreach Account Manager or e-mail labservicesoutreach@urmc.rochester.edu and we will start the process to eliminate paper reports.

How to contact us: email: labservicesoutreach@urmc.rochester.edu

Client Services Call Center: (585) 758-0510, option 3

Go to: www.urmedicinelabs.org

Test Menu: www.testmenu.com/rochester