

June, 2014

## ➤ Independence Day Holiday Phlebotomy Hours

- All Patient Service Centers will be closed Independence Day, Friday, July 4<sup>th</sup>
- We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Friday, July 4<sup>th</sup>
- These services are for EMERGENT use only.
- Ordering physicians need to call UR Medicine Labs Client Services: 758-0510 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.

## ➤ Read-back Verification: for Quality and Patient Safety

- All calls requesting lab results & values will incorporate the identification and verification below:

### Identification

- The receiver of results will be required to provide his or her first & last name, and title.
- The receiver of results will be required to provide 2 patient identifiers including patient's full name, plus a second identifier such as date of birth or medical record number.

### Confirmation

- The receiver of results will be required to read back the results to UR Medicine Labs staff.
- Faxed hard copies of reports will be sent for all verbal lab results requests.
  - **Note:** Requests for a hard or electronic copy of **interpretive test results** can be made by calling (585) 758-0510. We are unable to verbally provide results for a test with an interpretation.

How to contact us: email: [labservicesoutreach@urmc.rochester.edu](mailto:labservicesoutreach@urmc.rochester.edu)  
Client Services Call Center: (585) 758-0510, option 3  
Go to: [www.urmedicinelabs.org](http://www.urmedicinelabs.org)