

## **April 2011 Lab Services Outreach** **“News You Can Use” Bulletin**

### ➤ **New Patient Service Center is NOW OPEN in Geneseo**

- 2 Ryan Dr, suite 2, Geneseo, NY 14454
- Hours: Mon-Fri 7:00am-4:00pm (closed for lunch 12:30-1:30)
- Open Saturdays 8:00am-noon

### ➤ **New Patient Service Center is NOW OPEN in Hilton**

- 1026 Hilton-Parma Corners Rd, suite 2 (Rte 259) Hilton, NY 14468
- Hours: Mon-Fri 7:00am-4:00pm (closed for lunch 11:30-12:30)

### ➤ **We Want to Hear from You! 2011 URMCLabs Satisfaction Survey – coming soon**

- **Our continuing improvement depends on your voice being heard – please participate!**
- You will have a chance to win great prizes – raffle of 15 gift baskets
- Practice Managers, Nurse Managers, Providers & Office Managers are eligible.
- Take the survey on-line to DOUBLE YOUR CHANCES to win!
- Beginning **April 18<sup>th</sup>**, go to [www.urmc-labs.com](http://www.urmc-labs.com) “Click Here for Surveys on How We Can Serve You Better”
- Surveys will be mailed as well, and can be returned via mail or fax

### ➤ **eRecord & ePartner are Coming Soon in 2011**    [eRecord For Community Providers](#)

- [eRecord](#) is the name of the integrated electronic health record (EHR) being introduced at Strong Memorial and Highland Hospitals in 2011. The new system will serve both hospitals' inpatient areas, emergency departments, and outpatient areas.
- [ePartner](#) provides full access to the patient chart (i.e., lab results, discharge notes, images), but you will not be able to contribute to the chart in any way.
- eRecord & ePartner will be replacing CIS.
- For information on levels of access, training, and eRecord click this link: [About eRecord](#)

**How to contact us:** E-Mail: [LabServicesOutreach@URMC.Rochester.edu](mailto:LabServicesOutreach@URMC.Rochester.edu)  
Client Services Call Center: (585) 350-2600, option 3  
Visit our website: [www.URMC-Labs.com](http://www.URMC-Labs.com)