



URMC LABS

December 2012 Lab Services Outreach **“News You Can Use” Bulletin**

➤ **Christmas & New Year’s Holiday Phlebotomy Hours**

- All patient service centers will be closed Christmas Day, Tuesday, December 25th and New Year’s Day, Tuesday, January 1st
- We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Tuesday, December 25th and Tuesday, January 1st
- The services are for EMERGENT use only.
- Ordering physicians need to call URMCC Client Services: 350-2600 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.

See 2nd document for Christmas Eve modified phlebotomy hours

➤ **MyChart: A Valuable Tool**

- MyChart, where patients can see portions of their electronic chart such as medications, allergies and test results. MyChart is available at no cost to patients cared for by any URMCC provider.
- Tests ordered through URMCC Labs **may be able to be viewed by your patients who have My Chart access before they receive notification from you.** In general, most test results performed at a URMCC Lab are available to **view in MyChart 72 hours after the result is posted as final.** Sensitive tests, such as HIV and drug screens, are **blocked from MyChart**, while all imaging reports, pathology and Hepatitis B & C tests must be **manually released to MyChart** by a provider via eRecord (see below for more details on what labs are blocked).

***If patients call URMCC Labs (or MyChart customer service) to request the release of imaging reports, pathology or any other test results to MyChart, they will be referred to the ordering provider for follow up.**

Labs Permanently Blocked from MyChart

- | | |
|--|-----------------|
| ○ Sexually Transmitted Diseases
(Chlamydia, Gonorrhea, Herpes
Simplex/HSV, RPR, Trichomonas, HPV,
HIV and HTLV) | ○ Genetic Tests |
| ○ Pregnancy Beta (HCG) | ○ Drug Screens |
| | ○ Pap Smears |

➤ **For PRACTICES: Keep us updated with any CHANGES**

We want to get your results to you, as quickly as possible - with the use of electronically generated requisitions, you may think we no longer need to know about provider changes in your practice.

✓ **To assure that you receive calls for stat and critical results as quickly as possible**

✓ **To receive routine results in the most timely manner**

We make every effort to keep databases updated to reflect provider address changes. **So please remember to call our Client Services Department, at (585) 350-2600 when there are provider changes in your practice, even if URMCC is not your primary lab.**

How to contact us: E-Mail: LabServicesOutreach@URMC.Rochester.edu

Client Services Call Center: (585) 350-2600, option 3

Visit our website: www.URMC-Labs.com



URMC LABS

Department of Pathology & Laboratory Medicine

2012 Christmas Holiday Hours

Lab Services Location	Address	City	Phone	Christmas Eve Dec 24, 2012	Christmas Day Dec 25, 2012
AVON	474 Collins St	Avon	(585) 226-6437	CLOSED	Closed
BRIGHTON - Clinton Crossings	2400 S. Clinton Ave	Rochester	(585) 341-7162	OPEN 7:30am-1:30pm	Closed
BRIGHTON - Corners Office Park	1815 S. Clinton Ave	Rochester	(585) 242-9382	OPEN 6:00am-5:00pm	Closed
BRIGHTON - Monroe Avenue Associates	2030 Monroe Ave	Rochester	(585) 256-0473	OPEN 8:00am-12:00pm	Closed
BRIGHTON - Southview Commons	200 White Spruce Blvd	Rochester	(585) 427-8578	OPEN 7:30am-12:00pm	Closed
CALEDONIA - Caledonia Family Medicine	3350 Brown Rd	Caledonia	(585) 538-4867	OPEN 7:30am-12:30pm	Closed
FAIRPORT - Perinton Medical Center	800 Ayrault Rd	Fairport	(585) 425-9624	OPEN 8:00am-12:30pm	Closed
GATES - Cornerstone Centre	2300 Buffalo Rd	Rochester	(585) 426-2984	OPEN 7:30am-12:30pm	Closed
GENESEO	2 Ryan Dr	Geneseo	(585) 243-2265	OPEN 7:00am-12:30pm	Closed
GREECE - West Ridge Road	2300 W. Ridge Rd	Rochester	(585) 720-9129	OPEN 8:00am-2:30pm	Closed
GREECE - South Pointe Landing	10 South Pointe Landing	Rochester	(585) 247-1137	OPEN 7:30am-12:00pm	Closed
HENRIETTA - Calkins Health Commons	400 Red Creek Dr	Rochester	(585) 487-1195	OPEN 8:00am-12:30pm	Closed
HILTON	1026 Hilton-Parma Corners Rd	Hilton	(585) 392-1936	OPEN 7:00am - 11:30am	Closed
IRONDEQUOIT - East Ridge Family Medicine	809 E. Ridge Rd	Rochester	(585) 338-9716	OPEN 7:30am-3:30pm	Closed
LAKEVILLE - Lakeville Office Park Complex	5995 Big Tree Rd	Lakeville	(585) 346-2372	CLOSED	Closed
PENFIELD - Penfield Crossings	2212 Penfield Rd	Penfield	(585) 388-6608	OPEN 7:30am-2:30pm	Closed
PITTSFORD - Parkview Office Buildings	1050 Pittsford-Victor Rd	Pittsford	(585) 264-0320	OPEN 7:30am-12:30pm	Closed
ROCHESTER - Lovejoy Family Medicine Center	777 S. Clinton Ave	Rochester	(585) 461-9129	OPEN 8:00am-2:30pm No Evening Hours	Closed
ROCHESTER - Lattimore Road Medical Center	125 Lattimore Rd	Rochester	(585) 271-8490	OPEN 8:00am-12:30pm	Closed
ROCHESTER - Medical Office Building at Highland Hospital	990 South Ave	Rochester	(585) 341-8097	OPEN 8:00am-12:30pm	Closed
ROCHESTER - Strong Memorial Hospital	601 Elmwood Ave	Rochester	(585) 275-2153	OPEN 6:30am-4:00pm	Closed
ROCHESTER - Westside Health (Brown Square)	340 Lake Ave	Rochester	(585) 458-7003	OPEN 8:30am-12:30pm	Closed
ROCHESTER - Culver Road	905 Culver Rd	Rochester	(585) 288-5344	OPEN 8:00am-12:30pm	Closed
WEBSTER - Spring Pines Office Park	1672 Empire Blvd	Webster	(585) 787-1559	OPEN 8:00am-12:30pm	Closed

For additional information call Client Services at (585) 350-2600 option 3