

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

➤ **Did You Know? Every practice in the greater Rochester area has a URMCAccount Manager assigned to it. This account manager’s job is to make sure that each client is satisfied with our services, and that all questions or concerns are promptly addressed.**

- Your URMCLab Services Outreach Account Managers are: Lorraine Vitale, Diane Sousa, and Chris Chudyk, they can be reached by emailing [LabServicesOutreach@URMC.Rochester.edu](mailto:LabServicesOutreach@URMC.Rochester.edu)
- Or, you may also call our Call Center at 350-2600, option 3, and ask to be transferred to your Account Manager.

➤ **URMC Labs Launches New Test Index**

- Web based compendium of all available tests, located at [www.testmenu.com/rochester](http://www.testmenu.com/rochester)
- Contains all information on tests, including:
  - Specimen requirements
  - Reference ranges
  - Test components
  - CPT codes
  - Send out information, if applicable

➤ **How to order Lab Requisitions and Supplies**

Custom printed lab requisitions with your practice name, provider list, phone & fax are available. Lab Requisition re-orders (without changes) can be delivered in 3-5 business days. Please fax Lab Requisition Order Form, found at [urmc-labs.com](http://urmc-labs.com) to 585-295-9622.

For fastest fulfillment of lab supplies, please fax your Lab Supply Order Form, found at [urmc-labs.com](http://urmc-labs.com) to 585-295-9622. Lab Supplies are issued to practices at no charge, provided they are using URMCLabs for testing. Please include specific quantities, and include a contact name and phone number for any questions regarding your order.

You may call our Client Services Department for a form, at (585) 350-2600, option 3.

Standing orders can be set up for both Requisitions and Supplies. You can do this by contacting your Lab Services Account Managers, using the methods provided above.