

July 2011 Lab Services Outreach “News You Can Use” Bulletin

- **4th of July Phlebotomy Hours**
 - On Monday, July 4th the patient service center at 1815 S Clinton Ave, suite 440 will be open from 7:00am – 10:00 am for EMERGENT use only.
 - All other patient service centers will be closed.

- **Change in Hours of Operation at Patient Service Center at 990 South Avenue**
 - As of Tuesday July 5th, hours of operation at 990 South Ave suite 203 will be:
 - Monday – Friday 8:00am – 4:30pm (closed 1:00 – 1:30pm for lunch)

- **Help Us Facilitate Proper Billing & Reimbursement:**
 - Requisitions must include:
 - Patient name and second identifier
 - Signature of ordering provider
 - Diagnostic code (ICD9) or narrative description
 - Insurance information
 - Specimens must include:
 - Patient name and second identifier
 - Collection time and date (either on the requisition or specimen)

- **Don't Forget About Our 2 New Patient Service Centers in GENESEO & HILTON**
 - 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

 - 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)

- **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](#)