

July 2012 Lab Services Outreach “News You Can Use” Bulletin

- **We Want to Hear from You! 2012 URMCLabs Satisfaction Survey is now LIVE!**
 - **Providing high quality service depends on your voice being heard – please participate!**
 - Practice Managers, Nurse Managers, Providers & Office Managers are eligible
 - You will have a chance to win great prizes!
 - **DOUBLE your CHANCES** in our raffle by completing the survey **on-line**
 - Look for your survey in your e-mail, mail, and **on our website NOW** at:
www.URMC-Labs.com “Click Here for Surveys on How We Can Serve You Better”

- **4th of July Holiday Phlebotomy Hours**
 - All patient service centers will be closed Independence Day, Wednesday, July 4th
 - We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Wednesday, July 4th
 - The services are for EMERGENT use only
 - Ordering physicians need to call URMCLabs Client Services: 350-2600 for arrangements
 - Patients will be scheduled for appointments within 1 hour of calls, and services will be provided at the patient service center @ 2400 S Clinton Ave, bldg H, suite 140

- **Specimen labeling and requisition accuracy – avoid calls to your office or possible recollection of specimens**
 - Specimen container requirements
 - Patient full name and second identifier
 - Collection date and time (or noted on requisition)
 - Collector’s initials (or noted on requisition)
 - For tissue and non blood, identify source and laterality of specimen
 - Requisition requirements:
 - Patient full name and second identifier
 - Ordering location (name of practice or clinic)
 - Tests or procedures requested
 - Collection date and time (or noted on container)
 - Collector’s initials (or noted on container)
 - Provider signature
 - Specimen source and body site for non blood specimens
 - Symptom or diagnosis code for medical necessity

Note: in the presence of electronic orders, some information is also captured and housed in the electronic system