

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

➤ **Memorial Day Holiday Phlebotomy Hours**

- All patient service centers will be closed Memorial Day, Monday, May 28th
- We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Monday, May 28th
- The services are for EMERGENT use only
- Ordering physicians should call URM 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 at 2400 S Clinton Ave, bldg H, suite 140

➤ **URMC Labs Client Services New Phone Menu**

- For all of your service needs, please call (585) 350-2600 or toll free (800) 747-4769
 - ✓ **eRecord Support & Information:** press 1 ***NEW option as of 5/10***
 - ✓ **General Assistance:** 3
 - ✓ **Home Draw Services:** 4
 - ✓ **Lab locations & hours:** 5
 - ✓ **Clinical Trials:** 6
 - ✓ **Send-out Lab:** 7

➤ **Now Available: Patient Service Center location brochures for patients**

- These are orderable using the URM supply order form or by calling Client Services.
- Poster-size (11x17) location listings are also available for your office.
- Brochures and posters may be helpful if you use reqs without locations listed.

➤ **Required Consent Forms on-line**

- Consent forms for numerous lab tests are now available on our test menu web site.
- Go to: **www.testmenu.com/rochester**
- Select: **Consent Forms & Requisitions** (bottom right of web page)
- Choose the appropriate form for the testing requested and print it.