

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

➤ **Patient Service Center at 990 South Avenue Changing Suites**

- As of October 22nd, the URMCLabs Patient Service Center at 990 South Avenue (Physician’s Office Building next to Highland Hospital), will reside in **suite 212**.
- The PSC currently in suite 203 will close on Friday, 10/19 at noon to make the move to suite 212.
- Hours of operation will remain the same: Mon-Fri 8am-4:30pm (closed for lunch 1-1:30p)
- Phone and fax will remain the same: phone: (585) 341-8097 fax: (585) 758-1966

➤ **Are you receiving too many paper reports?**

- For URMCLabs eRecord users – please contact our Client Services Department at 350-2600, Option 3 and tell them you want paper turned off. They will notify your Lab Services Account Manager who will contact you to provide guidance and forms to complete this process.
- For offices receiving electronic results via the Rochester RHIO, please contact them at (877) 865-RHIO. They will initiate their process and contact URMCLabs when complete, at which time we will turn off most paper reports.
- All EMR users should be aware that some (signed) reports will continue to be printed even after hard copy Lab, Micro and Blood Bank reports have been turned off.
- For additional information, please call us and ask to be transferred to your Lab Services Account Manager.

➤ **Survey Winners – Thank you to those of you who returned our 2012 Lab Survey. Participants from these practices won prizes:**

- Reach Bivona Child Advocacy Center
- URMCLabs GYN Oncology
- Pain Treatment Center
- RGOA
- Caledonia Medical Center
- Jewish Home of Rochester
- Monroe Community Hospital
- Calkins Creek Family Medicine
- Plastic & Reconstructive Surgery @ URMCLabs
- Advanced Dermatology Assoc.
- Penfield Family Medicine
- Jewish Home of Rochester
- Joseph A. DiPoala, Sr., M.D.
- Southview Internal Medicine
- The Head and Neck Center