

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

➤ **Labor Day Holiday Phlebotomy Hours**

- All patient service centers will be closed Labor Day, Monday, September 3rd
- We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Monday, September 3rd
- The services are for EMERGENT use only
- Ordering physicians should call URMCC 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

➤ **Discontinued: Throat Culture Collection by URMCC Phlebotomy**

- As of October 1st, 2012, in accordance with New York State Department of Health regulations, URMCC Labs phlebotomists will no longer provide the service of throat culture collection at Patient Service Centers.
- Phlebotomists are not licensed to collect throat cultures; therefore, we can no longer offer the collection service.
- If you have any questions, please contact URMCC Labs Client Services @ (585) 350-2600, option 3.

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

- For URMCC 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 URMCC 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.

How to contact us: E-Mail: LabServicesOutreach@URMC.Rochester.edu
Client Services Call Center: (585) 350-2600, option 3
Visit our website: www.URMC-Labs.com