



News You Can Use

August, 2021

UR Medicine Labs Patient Service Center Labor Day Holiday Hours

Monday September 6th: All patient service centers will be **CLOSED** with STAT services available in observance of the Labor Day Holiday.

We will provide **STAT On-Call** phlebotomy services 7:30am-3:30pm. These services are for **EMERGENT** use only. Ordering physicians need to call UR Medicine Labs Client Services: (585) 758-0510 option 3 to arrange STAT services.

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.

Critical Test Results Reporting Policy Requires Callers First and Last Name

As a reminder, when critical value results are being called it is required that we obtain a first and last name of the person receiving the results. For the full policy see SMH Nursing Procedures and Policies. Policy 9648850 or follow this link:

<https://urmcmsh.policystat.com/policy/9648850/latest/>

Delays in Surgical Pathology Continue

UR Medicine Surgical Pathology continues to experience operational related delays resulting in longer than usual turnaround times. We apologize for these delays. It is impossible to predict when any particular case will be finalized. If you need a preliminary diagnosis urgently, please contact surgical pathology at 585-275-9870.

Online Lab Supply & Document Ordering System

UR Medicine Lab clients are able to utilize the online Lab Supply & Document Ordering System.

- Conveniently located on the UR Medicine Labs website: www.urmedicinelabs.org
- Log in using your Client ID (username and password)
- Clients can place all orders online
- View colored pictures of supply items
- Easily track the status of an order
- View order history and repeat common orders

Technical Bulletins June-July 2021:

For all Technical Bulletins visit: <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

- [PathDelays](#)
- [QuantIFERON TB Analyzer: Delay in Testing](#)
- [SARS-CoV-2 Antibody \(IgG\), Spike Protein](#)
- [Urine ETG: Change in Performing Laboratory](#)

How to contact us: email: labservicesoutreach@urmc.rochester.edu

Client Services Call Center: (585) 758-0510, option 3

Go to: www.urmedicinelabs.org

Test Menu: www.testmenu.com/rochester