

News You Can Use

July, 2025

UR Medicine Labs Patient Service Center July 4th Holiday Hours

Friday July 4th: All patient service centers will be **CLOSED** with STAT services available in observance of the July 4th 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.

UR Medicine Labs 2025 Client Survey – Your Feedback Matters! The survey will close July 21st, 2025 – please share your opinion! Link to the Survey: [UR Medicine Labs 2025 Client Survey](#)

It can also be found under the “Health Care Providers Page” at: [Healthcare Providers - UPMC Clinical Labs - University of Rochester Medical Center](#)

This survey is intended for office managers, nurse’s/nurse managers, physicians and practice managers, as well as any other staff members who have significant interaction with lab services.

When you complete the survey, you will be entered into a drawing for a chance to win great prizes!

Lab Information System Upgrade: On Saturday June 14th, we upgraded our SOFT Lab Information System (LIS). Overall, it was a success, but there are some lingering issues still being resolved, as expected with an upgrade of this magnitude. We thank you in advance for your patience.

Lab Supply Ordering System Website Change update your bookmarks and use the following link to order supplies and requisitions: <https://webapps.upmc.rochester.edu/labsupply/>

Centralized Fax for Patient Orders: If you need to fax a lab order requisition, please use our **Central FAX (585) 784-7905**

Diagnosis Codes: As a reminder it is a requirement that diagnosis codes, (or a narrative), is provided on all laboratory orders.

Technical Bulletins June-July: For all Technical Bulletins please go to <https://www.upmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

[New Test Profile: Extended CBC with Differential Memo](#)
[Laboratory Information Systems \(LIS\) Update Memo](#)
[eRecord Changes: Chromosome Analysis \(CHRS\) FISH, CYTOGENETICS \(FISHN\) Memo](#)
[eRecord Changes: Hold Green, Cytogenetics \(CYGRN\) Memo](#)
[Solid Tumor NGS Panel: Resumption of In-House Testing and Change in Assay/Platform Memo](#)

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

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

Go to: www.urmedicinelabs.org

Test Menu: www.testmenu.com/rochester

Please distribute as needed.