

News You Can Use

June, 2025

UR Medicine Labs Patient Service Center Juneteenth Holiday Hours:

Thursday June 19th: All patient service centers will be CLOSED with STAT services available in observance of the Juneteenth 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.

Centralized Fax Information: Reminder, please use our **Central FAX (585) 784-7905** for all requisitions and orders.

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

Lab Information System Upgrade: On Saturday, June 14th, we will be upgrading our SOFT Lab Information System (LIS). We wanted to inform you that there is a potential for test results to be delayed on or after our go live. Thank you in advance for your patience.

Labeling Requirements for Specimens & Requisitions

In the coming months there will be an important change to the acceptability of samples received with discrepant or missing information. Once instituted, each sample not in compliance with our labeling policy will be subject to a **higher level of rejection and recollection**. Please use this time in the coming weeks to better understand your section processes and to plan for any improvements that would mitigate these missed testing opportunities.

All samples received in the laboratory must have full first and last name of the patient, secondary identifier (DOB or MRN), collection date, collection time and collector's initials. Electronic documentation in UR Medicine's eRecord or interfaced systems meets this qualification, all others must record the information the specimen label. Link: [Labeling Requirements](#)

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

[Microarray Testing Interim Change Memo](#)

[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@urmc.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.