

April 2010 Lab Services Outreach **“News You Can Use” Bulletin**

➤ **Your Opportunity to Offer Valuable Feedback**

- The 2010 URMCLabs Outreach Satisfaction Survey is ready to be launched
- Practice Managers, Nurse Managers, Providers & Office Managers are eligible
- You will have a chance to win great prizes!
- DOUBLE your CHANCES in our raffle by completing the survey on-line
- Look for your survey in your e-mail, fax, mail, and on our website NOW at: www.URMC-Labs.com “Click Here for Surveys on How We Can Serve You Better”

➤ **Change in Immunoassay Analyzer Methodology**

- April 14th, URMCLabs at Strong will begin moving most Immunoassays to new instruments made by Roche. URMCLabs at Highland Hospital laboratory will make the same changes on April 21st.
- New Reference Ranges can be viewed now at: [www.URMC-Labs.com /Clinical Labs/News & Publications/ Provider Memos & Notifications. ImmunoassayChangesNotice&Ranges](http://www.URMC-Labs.com/ClinicalLabs/News&Publications/ProviderMemos&Notifications/ImmunoassayChangesNotice&Ranges) (Link)

➤ **HPV Testing on Liquid-Based Pap Tests: Did You Know?**

- URMCLabs is the only area lab to perform ThinPrep HPV testing on-site
- You can receive Pap Smear & HPV Merged Reports
- HPV testing can usually be performed on the same sample that is submitted for a liquid-based ThinPrep Pap test

➤ **Patient Service Centers (PSCs) Holiday Hours Notice**

2010 Summer Holiday Schedule for the PSCs

Memorial Day Monday 5/31/10: All PSCs closed; except 1815 S.Clinton open 7-10am

July 4th (observed) Monday 7/5/2010: All PSCs closed, except 1815 S.Clinton open 7-10am

Labor Day Monday 9/6/10: All PSCs closed, except 1815 S.Clinton open 7-10am

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