

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

- **URMC Labs now offering 2 New Lab Tests for determining patient response to *Plavix*<sup>®</sup> or Aspirin; it is recommended that patients on Plavix or aspirin be tested to determine if the drug has produced the expected anti-platelet effect.  
*See Attachment for complete details.***
  - **Order test PPIA for P2Y12 platelet inhibition assay**
  - **Order test APIA for aspirin platelet inhibition assay**
  - Appropriate collection is available at all of our Lab Draw sites – **Always order STAT**
  - Both of these tests will be offered Monday through Friday from 7 am to 9 pm.
  
- **URMC Labs Implements New Courier Delivery Tracking System - *CHEETAH***
  - Real time GPS enabled driver tracking
  - Real time Customer Service interface
  - Automated wireless dispatch
  
- **REMINDER: URMC Labs Client Services are HERE for YOU**
  - We are available to take your call 24 hours a day, 7 days a week. If you have questions or comments, please call us any time at (585) 350-2600 or toll-free (800) 747-4769. Fax to: (585) 424-5527
  - We can customize our processes to better fit the way you work. From providing specialty-specific requisition forms, to changing pickup & delivery times, to providing specialty tests, we can make our services fit seamlessly with yours.
  
- **Lab Results Available via Auto-Faxing!**

If you are still having reports delivered via courier or US mail, auto-faxing may be a better option for you.

  - **Advantages are:**
    - Improved turnaround time
    - Reports sent directly from our lab information system (LIS) to your fax machine
    - Consistent, dedicated time of day for results delivery, early morning and late afternoon
  - For more information, or to inquire about set-up for this service, please call your Account Manager directly

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