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### **May 2009 Lab Services Outreach** **"News You Can Use" Bulletin**

- **Swine Flu Laboratory Update:** Please call the Monroe County Department of Public Health Disease Surveillance Unit (753-5164 or 753-5905 after hours) if you have a suspect case of swine influenza A.
  - *All specimens sent to our laboratory will continue to be processed in the usual manner, and collection and requisition requirements do not differ from standard flu testing.*
  - Those positive for influenza A will be reported to public health officials and they will decide whether or not specific typing is warranted at their facilities.
  - Please contact the Virology Lab (275-7801) or its director Dr. Marilyn A. Menegus (275-7735) with any additional questions.
  
- **2009 Client Satisfaction Survey Prize Winners:** Thanks to all 225 respondents who participated in our annual client satisfaction survey! Your feedback is extremely valuable to us.
  - The raffle-prize winning clients were: CNY Fertility Center, Cardiac Rehab & Preventive Cardiology, East Ridge Family Medicine, Gates Internal Medicine, Highland Breast Imaging, Highland Family Medicine, Jewish Home of Rochester, Monroe Community Hospital, Offices at 300 White Spruce Boulevard, Office of Jane Kjoller, St. John's Home, Strong Surgical Associates, Tran Family Medicine, Strong Epilepsy Center, U of R Internal Medicine Associates, Women Gynecology & Childbirth Associates.
  
- **Patient Service Center Updates**
  - As of Monday May 4, 2009, four Patient Service Centers will have undergone recent changes in their week day hours of operation. The new hours at these locations are:
    - 300 Meridian Centre: Mon-Fri 8:30am-12:30pm
    - 200 White Spruce Boulevard: Mon-Fri 7:30am-4:30pm (closed 12-1pm)
    - 5995 Big Tree Road: Mon-Wed, Fri 8am-5pm (closed 12:30-1:30pm) Thurs 8am-12:30pm
    - 625 Panorama Trail: Mon-Fri 8:30am-12:30pm

Please visit [URMC-Labs.com](http://URMC-Labs.com) for all current PSC hours of operation.

  - All Patient Service Centers will be closed on Memorial Day (May 25), Fourth of July, & Labor Day (September 7).

**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