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

#### ➤ **Receive Lab Results Faster – Let Us Fax Them to You!**

- Some of the advantages for this substitution to hard copy report delivery include:
  - Final reports sent directly from our lab information system (LIS) to your fax machine or remote printer
  - Consistent, dedicated times of day (one morning run now and **one afternoon run starting October 15th**) for results delivery
  - Much faster turnaround time than if you currently receive couriered or mailed reports
- To add your practice to our rapidly growing auto fax report delivery system, call Client Services at (585) 350-2600, option 3

#### ➤ **Using a Chemical Preservative for More Accurate Urine Lab Results**

- When urine is not promptly refrigerated, organisms begin to grow immediately, which can skew test results. The most effective way to avoid this is by using a chemical preservative rather than refrigeration.
  - Urine collection kits are supplied free of charge by URMCLabs and may be ordered by submitting a lab supply and document order form or by calling Client Services at (585) 350-2600, option 3

#### ➤ **HIPPA Security Rule Reminder: Proper Utilization & Security of Your Specimen Box**

- Properly utilizing (temporarily holding locked samples or lab reports) in your URMCLabs-issued specimen box is crucial for the following reasons:
  - HIPPA Compliance (patient confidentiality)
  - Sample Integrity (reduces risk of becoming compromised)
- If you do not have a box that locks or a key to your existing lockbox, please contact Client Services at (585) 350-2600, option 3 to place the appropriate request.

**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**