



News You Can Use

August, 2018

UR Medicine Labs Patient Service Center Labor Day Holiday Hours

Monday September 3rd: All patient service centers will be **CLOSED** with STAT services available in observance of the Labor Day 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.

Add-On Requests for Laboratory Testing at Highland Hospital

Effective August 1st, additional lab work requests for outpatient specimens processed at Highland Hospital campus (South Avenue) are now handled by SMH Client Services Department. Providers previously required to fax add-on requests to Highland Hospital may now call Client Services at 758-0510 to place add-on orders verbally.

Verbal Add-On Requests for Laboratory Testing

In order to meet legal requirements when placing **verbal** add-on orders for lab testing, written documentation must be obtained. Once a verbal order is placed, a fax requesting the diagnosis codes and the provider's signature will be sent. Please promptly return to avoid any delay in reporting or patient billing issues.

Online Lab Supply & Document Ordering System

UR Medicine Lab clients are able to utilize the new online Lab Supply & Document Ordering System.

- Conveniently located on the UR Medicine Labs website: www.urmedicinelabs.org
- Log in using your Client ID (username and password)
- Clients can place all orders online
- View colored pictures of supply items
- Easily track the status of an order
- View order history and repeat common orders

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