



News You Can Use August, 2022

Delays in Surgical Pathology Continue

UR Medicine Surgical Pathology continues to experience operational related delays resulting in longer than usual turnaround times. We apologize for these delays. At this time the anticipated delivery of case results is up to three weeks. Please consider scheduling follow up visits with this timeline in mind. If a preliminary diagnosis is needed to make an urgent treatment decision, please call Surgical Pathology at (585)275-3191.

Patient Service Center Check in Process

Visitors will notice that we are increasing waiting room capacity at our patient service centers. They will still be asked to use our self-check-in process using their smartphone, or an iPad provided inside the entrance. After checking in, all visitors will have the option to either wait in the waiting room (masked) or wait in their vehicle until they are called in the order that they checked in. If you are unable to check in electronically, staff will assist you.

Continued Shortage of Critical Health Care Supplies:

UR Medicine Labs continues to experience supply chain issues. Supplies may look different or be substituted by an alternatively acceptable product. Please contact your account manager if you have questions. labservicesoutreach@urmc.rochester.edu

Technical Bulletins June & July:

For all Technical Bulletins visit: <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

- [Pathology Delays](#)
- [BK Virus Quantitative NAAT Change to Assay](#)
- [Blood Lead Capillary and Venous Memo](#)
- [Blood Bank Testing-Updated Tube Type](#)
- [Adenovirus Quantitative NAAT New Test Memo](#)
- [UCDS Memo](#)

How to contact us: email: labservicesoutreach@urmc.rochester.edu

Client Services Call Center: (585) 758-0510, option 3

Go to: www.urmedicinelabs.org

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