



News You Can Use January, 2025

UR Medicine Labs Patient Service Center Holiday Hours

Monday January 20th, 2025: All patient service centers will be CLOSED with STAT services available in observance of the Martin Luther King Jr. 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.

Courier services will be will-call for pick-ups. If you require a scheduled pick-up, please contact your account manager or notify the Outreach Team via email at: LabServicesOutreach@urmc.rochester.edu

Labeling Requirements for Specimens & Requisitions

In the coming months there will be an important change to the acceptability of samples received with discrepant or missing information. Once instituted, each sample not in compliance with our labeling policy will be subject to a **higher level of rejection and recollection**. Please use this time in the coming weeks to better understand your section processes and to plan for any improvements that would mitigate these missed testing opportunities.

All samples received in the laboratory must have full first and last name of the patient, secondary identifier (DOB or MRN), collection date, collection time and collector's initials. Electronic documentation in UR Medicine's eRecord or interfaced systems meets this qualification, all others must record the information the specimen label. Link: [Labeling Requirements](#)

Technical Bulletins December-January: For all Technical Bulletins please go to <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

[Three Hour GTT Updated Criteria Memo](#)
[HPV Reporting Changes Updated Effective Date Now 1.8.25](#)
[Lead New Collection Option Memo](#)
[Lipid Panel LDL Cholesterol Calculation Update Memo](#)
[TIBC/Transferrin Saturation Memo](#)
[Strong West Urine Microscopic: New Orderable Test](#)
[Cytology Service Interruption](#)
[HPV Reporting Changes](#)
[HSV-1/2 Quantitative NAAT, Plasma: New Test Memo](#)
[POST CRTT Memo](#)
[PCR B-Cell clonality testing: send out to ARUP](#)

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

Please distribute as needed.