



News You Can Use

June, 2019

UR Medicine Labs Patient Service Center Hours of Operation Notice

UR Medicine Centralized Testing Operations will be moving to a new facility. Due to this transition, **all** UR Medicine Labs Patient Service Centers will be **closed**:

Friday, June 21st at 3pm

Saturday, June 22nd

Sunday, June 23rd

All locations will resume normal business hours on Monday, June 24th.

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.

Laboratory Supplies Service – Delay in Delivery

As UR Medicine Labs transitions to the centralized lab location at Bailey Rd, delivery of laboratory supplies will be delayed.

Orders placed on Wednesday, June 19th by 3pm will be delivered Thursday, June 20th.

Any orders placed Thursday, June 20th or Friday, June 21st will **not** be delivered until the following Tuesday – June 25th.

UR Medicine Labs Patient Service Center Independence Day Holiday Hours

Thursday July 4th: All patient service centers will be **CLOSED** with STAT services available in observance of the Independence Day Holiday.

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New Patient Service Center Location

UR Medicine Labs has a new Patient Service Center location now open:

Spencerport

42 Nichols St, Suite 5

Spencerport, NY 14459

Hours: M-F 7:30am – 4:30pm (closed 12pm-1pm)

Flyers and updated brochures are available to our clients to advertise the new location in the office. Please reach out to your Account Manager for more information.

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