

News You Can Use

June, 2023

UR Medicine Labs Patient Service Center Juneteenth Holiday Hours:

Monday June 19th: All patient service centers will be CLOSED with STAT services available in observance of the Juneteenth 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.

SOFT Lab Downtimes affecting Patient Service Centers Hours: On **Sunday June 11th** open hours will be 10:00am-12:00 and **Sunday June 25th** open hours will be 10:00am-12:00 at the following locations: Brighton- Clinton Crossings 2400 S. Clinton Ave., Building H, Suite 140 Rochester, NY 14618

RRHIO Downtime – Electronic Results Impacted

If you receive results electronically into your Electronic Medical Record (EMR) system from the Rochester RHIO, they will be performing an upgrade the weekend of June 2nd - June 4th, whereas Alerts, MyResultsDelivered, and data messages will be unavailable and **new** data will not be viewable in Explore+. Once the RRHIO is back online messages received from the RRHIO during the downtime will be sent out to EMR's.

UR Medicine labs will post to eRecord as normal. Results from outside lab systems that URMIC providers are expecting from RRHIO results delivery into eRecord will be delayed. For these results URMIC providers will need to call the external lab. If it is a result from RRH the provider can possibly use Care Everywhere to pull in the information from RRH.

We have been informed that the following RRHIO services will be impacted during this downtime:

- Alerts will be impacted
- Results Delivery will be impacted
- **Explore+ will be available, however new data from June 2nd- June 4th will NOT BE viewable until the system comes back online and has time to post new messages.**

Questions? RHIO Support is available at support@grrhio.org

This pertains to in-bound and out-bound results from the RRHIO **ONLY**.

If you need UR Medicine results over June 2nd-June 4th and results are not available in your EMR, please call UR Medicine Labs Client Services (585)758-0510.

Technical Bulletins April-May:

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

[RHIO Downtime notification](#)

[ImmunoCAP Allergy: Peanut Components Memo](#)

[RBC Folate Change in Testing Lab](#)

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