



News You Can Use

November, 2018

UR Medicine Labs Thanksgiving Holiday Hours

Patient Service Centers:

Thursday November 22nd: All patient service centers will be **CLOSED** with STAT services available in observance of the Thanksgiving 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.

On Friday November 23rd, UR Medicine Labs Patient Service Centers will have limited hours. The schedule may be viewed at <http://www.urmc.rochester.edu/urm-labs/service-centers.aspx>

Courier Services:

In an effort to maintain patient care throughout the Thanksgiving Holiday, Courier Service for specimen pick-up will be available on Friday, November 22nd by **request only**. Please contact UR Medicine Client Services at (585) 758-0510 to schedule a specimen pick-up.

UR Medicine Labs Centralized Fax – New Number is Live!

We have recently upgraded our centralized fax to be integrated with our electronic system.

- **The new centralized fax number is 585-784-7905 and is active**
- **The old centralized fax number will be disconnected as of 12/1**

Any faxes sent to the old number will NOT be processed

Urine Specimen Transport – Effective 11/5/18

Urine specimens collected in the **blue top needle collection containers** must be aliquoted to the correct tube type prior to transport to the laboratory. **Any urine specimen received in a blue top needle collection container will not be accepted for processing.** Using the correct order of draw (clear, gray then marble) transfer to the appropriate vacutainer prior to sending to the lab and discard the needle cup in a sharps container.



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