

News You Can Use

September, 2018

UR Medicine Labs Centralized Fax – New Number

On October 1st, we will be upgrading our centralized fax to be integrated with our electronic system.

- **The new centralized fax number is 585-784-7905 and will be active on October 1st**
- Centralized fax should **only** be used when:
The office has insufficient time to mail a requisition
- **One Fax, One Patient, One Draw**
- All patients must be faxed separately
- Multiple draws must be faxed separately with expected draw dates OR marked standing order
- Faxed orders will expire in 3 months
- Faxed requisitions are saved to UR Medicine's electronic medical record system (eRecord)

New Patient Service Center Location

UR Medicine Labs has a new Patient Service Center location:

Williamson – Now Open

4418 Ridge Rd, Suite 3
Williamson, NY 14589
Hours: M-F 7:30am-4:30pm
(closed 12:00-1:00pm)

Verbal Add-On Requests for Laboratory Testing

In order to meet legal requirements when placing **verbal** add-on orders for lab testing, written documentation must be obtained. Once a verbal order is placed, a fax requesting the diagnosis codes and the provider's signature will be sent. Please promptly return to avoid any delay in reporting or patient billing issues.

Urine Specimen Transport

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