

**TO:** Clients of UR Medicine Labs  
**FROM:** UR Medicine Labs  
**SUBJECT:** Verbal Results Read-back Verification  
**DATE:** 2/13/2014

In accordance with **The Joint Commission National Patient Safety Goals**, UR Medicine Labs will be fully implementing Verbal Results Read-back verification practices.

**Starting March 10**, all calls requesting lab results and values will incorporate the identification and verification below.

#### Identification

- Caller will be required to provide his or her first name, last name, and title.
- Caller will be required to provide 2 patient identifiers including patient's full name plus a second identifier such as date of birth or medical record number.

#### Confirmation

- Callers will be required to read back the results to client services representative.
- Faxed hard copies of reports will be sent for all verbal lab result requests.

**Note:** Requests for a hard or electronic copy of interpretive test results can be made by calling the number listed below. We are unable to verbally provide results for a test with an interpretation.

For results, call (585) 758-0510 option 3.