



News You Can Use December, 2025

UR Medicine Labs Patient Service Center Holiday Hours

UR Medicine Labs Patient Service Centers will be closed on December 25th, 2025 & January 1st, 2026.

We will provide **STAT On-Call** phlebotomy services on December 25th & January 1st from 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.

Patient Service Center Changes

- Effective December 1st 2025 the Patient Service Center located at 125 Red Creek Dr. in Henrietta will no longer be open to the public.
- Effective December 1st 2025 the Patient Service Center located at 400 Red Creek Dr. Suite 100 in Henrietta will now have extended hours and will be open 7am-5pm, and will not close for lunch.

PTH Testing: Starting January 7th, 2026, any new order placed in EPIC for PTH will be displayed as an order set including calcium. The results of both tests must be interpreted together to determine if the parathyroid glands are functioning properly and to help diagnose the cause of any potential calcium imbalance. It is recommended that any orders placed on requisitions for PTH have calcium included in the order. Link to memo: [PTH -Calcium Group Test Memo](#)

New Microbiology Swab Guide Link: Updated Microbiology Swab Guide with helpful information and pictures can be found in this link [Microbiology Swab Guide](#) or copy and paste this link to your browser:

<https://www.testmenu.com/rochester/TestDirectory/SiteFile?fileName=sidebar%5CMicrobiologySwabGuide82025.pdf>

Lab Supply Ordering System Website Change update your bookmarks and use the following link to order supplies and requisitions: <https://webapps.urmc.rochester.edu/labsupply/>

Diagnosis Codes: As a reminder it is a requirement that diagnosis codes, (or a narrative), is provided on all laboratory orders.

Technical Bulletins December:

[PTH -Calcium Group Test Memo](#)

[Chemical dependency Screen Update Memo](#)

[New PCR Test for Detection of Measles Virus Memo](#)

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

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

Please distribute as needed.