



# News You Can Use

January, 2018

## Holiday Hours

UR Medicine Labs Patient Service Centers will be closed on Monday January 15, 2018 in observance of the Martin Luther King Jr. Holiday.

**STAT on-call** phlebotomy service is available 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, services will be provided at the patient service center at 2400 S. Clinton Ave, Bldg. H, Ste 140.

**Courier routes will be scheduled as normal**

## Consent Forms

In order to process specimens without delay, consent forms **MUST be completed in their entirety**. Due to regulatory requirements, if this consent form does not arrive with the specimen in the laboratory or there is information missing, testing may not be performed.

## Maternal Screening Consent Forms

There has been a recent change to Maternal Screening requiring smoking status. Due to regulatory requirements, if this information is not provided to the laboratory, testing may not be performed. All fields on the form must be completed.

If the requisitions you are using do not have the smoking status field, please contact your Lab Account Manager or the Lab Services Outreach group at 585-758-0510 option #3 ([labservicesoutreach@urmc.rochester.edu](mailto:labservicesoutreach@urmc.rochester.edu)) to obtain the updated form.

## Client Services Phone Number

Please be aware that effective 12/31/17, 585-350-2600 was disconnected. The correct number to call for UR Medicine Labs is **585-758-0510**, out of area clients may use 800-747-4769.

How to contact us: email: [labservicesoutreach@urmc.rochester.edu](mailto:labservicesoutreach@urmc.rochester.edu)

Client Services Call Center: (585) 758-0510, option 3

Go to: [www.urmedicinelabs.org](http://www.urmedicinelabs.org)

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