

June, 2016

Phlebotomy and Patient Service Center July 4th Holiday hours

- Monday July 4th: All patient service centers **CLOSED** with STAT service available in observance of the Fourth of July Holiday.
- We will provide **STAT on-call** phlebotomy service 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.

Vitamin D Testing Delays

- As of May 26, 2016 the testing of 25-hydroxy-Vitamin D by LC-MS/MS has been performed by our reference laboratory, ARUP Laboratories. During the transition we experienced delays in turnaround times which we are diligently working to resolve.
- For more information, please refer to our technical bulletins at: <https://www.urmc.rochester.edu/urmc-labs/news/technical-bulletins.aspx>.
- We appreciate your patience as we work both on our internal testing platform and with ARUP Laboratories to resolve testing issues and subsequent delays in results. We apologize to patients and providers for any inconvenience.

Patient Service Center (PSC) Updates

- **RELOCATION: PSC at 2030 Monroe Ave. has moved to 1520 Monroe Ave.**
Opening on May 23, this location offers improved parking and first floor entry.
The hours will remain the same M-F 8am-5pm, (closed 12pm-1pm)
Note: The location will be closed on Friday, May 20th for the move.
- **NEW PSC in LeRoy**
127 W. Main St., Suite 5 LeRoy NY, 14482 (across the street from Tops)
Hours: M-F 7:30am-4:30pm (closed 12pm-1pm)
- **NEW PSC in Downtown Rochester**
454 East Broad St., Suite 200, Rochester, NY 14607
Hours: M-F 7am-4pm (closed 12pm-1pm)

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.