



## News You Can Use November, 2025

### UR Medicine Labs Patient Service Center Thanksgiving Holiday Hours

**Thursday November 27<sup>th</sup>:** All patient service centers will be **CLOSED** with STAT services available in observance of the Thanksgiving Holiday.

We will provide **STAT On-Call** phlebotomy services 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 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.

**Friday November 28<sup>th</sup>:** UR Medicine Labs Patient Service Centers will have limited hours. See list below. The schedule may also be viewed at: [UR Medicine Labs Patient Service Centers- Day after Thanksgiving Open Locations 2025](#)

### Patient Service Center Changes

- Effective December 1<sup>st</sup> 2025 the Patient Service Center located at 125 Red Creek Dr. in Henrietta will no longer be open to the public.
- Effective December 1<sup>st</sup> 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.

**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.

### Labeling Requirements for Specimens & Requisitions

In the coming months there will be an important change to the acceptability of samples received with discrepant or missing information. Once instituted, each sample not in compliance with our labeling policy will be subject to a **higher level of rejection and recollection**.

All samples received in the laboratory must have full first and last name of the patient, secondary identifier (DOB or MRN), collection date, collection time and collector's initials. Electronic documentation in UR Medicine's eRecord or interfaced systems meets this qualification, all others must record the information the specimen label. Link: [Labeling Requirements](#)

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

[Protein Electrophoresis Report Updated Date memo](#)  
[B27 Send Out Memo](#)  
[TIBC Updated Memo](#)  
[Oncomine Myeloid Assay Update Memo](#)

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