



News You Can Use

October, 2017

Client ID

UR Medicine Labs now requires callers to provide a unique client ID to access patient information. When you call our Client Services number at 585-758-0510, you will be prompted to give your client ID. If you are not able to provide your client ID, we will not be able to access patient records for you. You should have received a letter in the mail containing your client ID. Please communicate to your staff to promote a smooth transition. If you have not received a client ID, please call Client Services at 585-758-0510 or e-mail

labservicesoutreach@urmc.rochester.edu

This process has been implemented to provide a method to protect patient health information by accurately identifying callers and to comply with HIPAA regulations. Thank you for helping us protect our patients by using your assigned unique Client ID.

Client Survey

We want your feedback! We value your opinion as we continuously evaluate the services we provide. Please take a moment to complete our survey which will enter you for a chance to win great prizes!

Visit www.urmedicinelabs.org to complete the survey.

This survey is intended for office managers, nurses/nurse managers, physicians and practice managers, as well as any other staff members who have significant interaction with lab services. It is not intended for employees of UR Medicine Labs.

The survey will close October 27th. Thank you in advance for taking the time to provide us with valuable feedback!

Do you receive your results electronically but also receive paper reports?

If you would like to have paper reports “turned-off” because you receive your results electronically, notify your Lab Outreach Account Manager or e-mail labservicesoutreach@urmc.rochester.edu and we will start the process to eliminate paper reports.

COMING SOON: On-line ordering for Lab Supplies!

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.