



## News You Can Use September, 2025

### **UR Medicine Labs Patient Service Center Labor Day Holiday Hours:**

Monday September 1<sup>st</sup>, 2025: All patient service centers will be CLOSED with STAT services available in observance of the Labor Day Holiday.

We will provide STAT On-Call phlebotomy services 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.

**Lab Information System Upgrade:** On Saturday June 14<sup>th</sup>, we upgraded our SOFT Lab Information System (LIS). Overall, it was a success, but there are some lingering issues still being resolved, as expected with an upgrade of this magnitude. We thank you in advance for your patience.

**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:** 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](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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