

May 2013 Lab Services Outreach

“News You Can Use” Bulletin

➤ **Memorial Day Holiday Phlebotomy Hours**

- All patient service centers will be closed Memorial Day, Monday, May 27th
- We will provide **Stat on-call** phlebotomy service 7:30am-3:30pm Monday, May 27th
- The services are for **EMERGENT** use only
- Ordering physicians need to call URMC Client Services: 350-2600 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

➤ **New Viral Transport Media**

The current Viral Transport Media, M5 from Remel, will be phased out. The replacement is a Universal Viral Transport Media, from BD. It is utilized for transport of swab specimens for viral culture and viral PCR assays. This transport can also be used for Chlamydia culture, Mycoplasma/Ureaplasma culture and Mycoplasma/Ureaplasma PCR.

- Red capped tube containing pink media and glass beads.
- Packaged with a small flocked swab ideal for collection of respiratory, genital and skin specimens for viral testing.
- Swabs have score lines to ease breaking at appropriate length for closing the cap tightly.
- The media tubes may be stored and transported at room temperature.

Outpatient clients can start ordering this product through normal methods (Supply Order Form) or by calling (585) 350-2600, option 3.

SMH and Highland inpatient units will be transitioned over to the new product over the next several months.

➤ **URMC Labs Survey – available NOW!**

- Your feedback helps to improve our services and clarify questions you might have – we are very appreciative of your taking the time to complete our annual survey.
- Participate and you'll have a chance to win great prizes!
- [Our survey is live online](#)
- go to: www.urmc-labs.com “Click Here for Surveys on How We Can Serve You Better”
- Copies will be mailed as well in the coming days