

# News You Can Use

January, 2020

## UR Medicine Labs Patient Service Center Holiday Hours

**Monday January 20<sup>th</sup>:** All patient service centers will be **CLOSED** with STAT services available in observance of the Martin Luther King Jr. 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.

## Reminder: Pink Specimen Transport Bags for Outpatient Practices

Individually bagged Surgical Pathology specimens must be placed into a **PINK** shipping bag and the samples need to be documented on the 2 ply Surgical Pathology Log Sheet. Place one copy of the log sheet in the bag and attach the second copy to the outside of the bag for the courier to sign and date when picking up the specimens.

Cytology (PAP) must be placed in a separate **PINK** bag. A log sheet is not required for cytology specimens.

These pink bags can be ordered through our online ordering system. For questions, contact our Client Services Department or your Account Manager.

## UR Medicine Labs 2019 Client Survey – Your Feedback Matters!

Your feedback matters! Please complete our provider survey!

The surveys are 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.

When you complete the survey, you will be entered into a drawing for a chance to win great prizes!

Go to: [www.urmedicinelabs.org](http://www.urmedicinelabs.org) and find the “UR Medicine Labs 2019 Client Survey” section on the homepage.

The survey will close **January 27<sup>th</sup>** – please share your opinion!

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)

Test Menu: [www.testmenu.com/rochester](http://www.testmenu.com/rochester)

Please distribute as needed.