

# News You Can Use

## September, 2022

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

Monday September 5th: 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.

**Pathology Biopsies:** When sending biopsies please use **black sponges** (vs. blue sponges). This aids in maintaining the integrity of the specimen and in efficient processing.

### **UR Medicine Labs 2022 Client Survey – Your Feedback Matters!**

Your feedback matters! Please complete our provider survey!

Go to: [www.urmedicinelabs.org](http://www.urmedicinelabs.org) and find the “**UR Medicine Labs 2022 Client Survey**” on the “**Health Care Providers Page**”

This survey is intended for **office managers, nurse’s/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!

The survey will close **October 3rd** – please share your opinion!

### **Technical Bulletins July & August:**

For all Technical Bulletins visit: <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

- [Tacrolimus and Cyclosporine Memo](#)
- [Pathology Delays](#)
- [BK Virus Quantitative NAAT Change to Assay](#)

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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