

Patient Service Center Updates

- **NEW Patient Service Center location in LeRoy**
127 W. Main St., Suite 5 LeRoy NY, 14482 (across the street from Tops)
Hours: M-F 7:30am-4:30pm (closed 12pm-1pm)
- **NEW Patient Service Center location in Downtown Rochester**
454 East Broad St., Suite 200, Rochester, NY 14607
Hours: M-F 7am-4pm (closed 12pm-1pm)
- **Our Webster Patient Service Center has relocated from 1672 Empire Blvd**
1900 Empire Blvd, Suite 200 Webster, NY 14580 (main entrance off Brandt Point Drive, east of Baytowne Plaza)
Hours: M-F 8am-5pm (closed 12:30pm-1:30pm)

New Courier Specimen Tracking System

UR Medicine Labs has implemented a new courier specimen tracking system, Medical Courier Elite or MCE.

Barcodes have been added to your specimen boxes and pick up locations. In addition, new barcoded specimen bags are currently being distributed. Please discard any previous stock of specimen bags. Going forward, when you order specimen bags, you will receive the new barcoded bags. The new bags contain a unique identifier to assist our couriers in tracking specimens through our lab system.

No additional action is required by your location.

MCE will allow for real time tracking of specimens and alert notifications when a specimen does not reach its intended destination.

For more detailed information, please go to:

<https://www.urmc.rochester.edu/MediaLibraries/URMCMedia/urmc-labs/clinical/about-us/documents/MCE-Notification-January-2016.pdf>

How to contact us: email: labservicesoutreach@urmc.rochester.edu

Client Services Call Center: (585) 758-0510, option 3

Go to: www.urmedicinelabs.org

Please distribute as needed.