

## **February 2012 Lab Services Outreach** **“News You Can Use” Bulletin**

- **Did You Know?** Every practice in the greater Rochester area has a URMCL Account Manager assigned to it. This account manager’s job is to make sure that each client is satisfied with our services, and that all questions or concerns are promptly addressed.

- Your URMCL Lab Services Outreach Account Managers are: Lorraine Vitale, Diane Sousa, and Chris Chudyk, they can be reached by emailing [LabServicesOutreach@URMC.Rochester.edu](mailto:LabServicesOutreach@URMC.Rochester.edu)
- Or, you may also call our Call Center at 350-2600, option 3, and ask to be transferred to your Account Manager.

➤ **URMC Labs Launches New Test Index**

- Web based compendium of all available tests, located at [www.testmenu.com/rochester](http://www.testmenu.com/rochester)
- Contains all information on tests, including:
  - Specimen requirements
  - Reference ranges
  - Test components
  - CPT codes
  - Send out information, if applicable

➤ **How to order Lab Requisitions and Supplies**

Custom printed lab requisitions with your practice name, provider list, phone & fax are available. Lab Requisition re-orders (without changes) can be delivered in 3-5 business days. Please fax Lab Requisition Order Form, found at [urmc-labs.com](http://urmc-labs.com) to 585-295-9622.

For fastest fulfillment of lab supplies, please fax your Lab Supply Order Form, found at [urmc-labs.com](http://urmc-labs.com) to 585-295-9622. Lab Supplies are issued to practices at no charge, provided they are using URMCL Labs for testing. Please include specific quantities, and include a contact name and phone number for any questions regarding your order.

You may call our Client Services Department for a form, at (585) 350-2600, option 3.

Standing orders can be set up for both Requisitions and Supplies. You can do this by contacting your Lab Services Account Managers, using the methods provided above.