November 2011 Lab Services Outreach
"News You Can Use" Bulletin

➢ **Thanksgiving Phlebotomy Hours**

- All patient service centers will be closed Thursday, November 24th
- We will provide 8 hours of **on-call stat** phlebotomy service **Thursday**, November 24th
- The services are for EMERGENT use only
- Ordering physicians need to call URMC Client Services: 350-2600 for arrangements
- Patients will be scheduled for appointments within 1 hour of calls, and services will be provided at the patient service center @ 2400 S Clinton Ave, bldg H, suite 140
- **Friday**, November 25th 2011: The following patient service centers are open for the hours specified. Centers not listed are **CLOSED**
  - ✓ Outpatient Lab at URMC   9:00am-1:00pm
  - ✓ Avon (474 Collins St)   8:00am-noon
  - ✓ Gates (2300 Buffalo Rd, bldg 900A)   7:30am-noon
  - ✓ 1815 S Clinton Ave, ste 440   6:00am-noon
  - ✓ Webster (1672 Empire Blvd, ste 200) 8:00am-noon
  - ✓ Irondequoit (809 E Ridge Rd)   7:30am-noon
  - ✓ Pittsford (1050 Pittsford-Victor Rd)   7:30am-noon

➢ **Winter Respiratory Virus Season Test Offerings**
- For testing options and specimen collection, please view: Winter Virus 2011-2012 memo
- For those with URMC Intranet access, on the left column of the **INSIDE URMC** homepage, see **URMC FLUsource**, and click on **Provider Guidance**. Also available are links to our data as the season progresses.

➢ **Discontinuation of CIS access to on-line lab results:**
- URMC Labs is discontinuing support of the CIS system for accessing lab results on-line with the introduction of our new system**,** called **ePartner.** For access to lab results in the new system, please contact your Lab Services Account Manager, or call our Client Services Department for enrollment information. (585)350-2600 or e-mail: LabservicesOutreach@urmc.rochester.edu

➢ **eRecord & ePartner are Here   eRecord For Community Providers**
- eRecord is the name of the integrated electronic health record (EHR) which has been implemented at both Strong Memorial and Highland Hospitals. The new system will serve both hospitals' inpatient areas, emergency departments, and outpatient areas.
- ePartner provides community providers and select staff with full access to the patient chart (i.e., lab results, discharge notes, images), but you will not be able to contribute to the chart in any way.
- For information on levels of access, training, and eRecord click this link: About eRecord

How to contact us: E-Mail: LabServicesOutreach@URMC.Rochester.edu
Client Services Call Center: (585) 350-2600, option 3
Visit our website: www.URMC-Labs.com