

June 2011 Lab Services Outreach “News You Can Use” Bulletin

- **Memorial Day Phlebotomy Hours**
 - On Monday, May 30th the patient service center at 1815 S Clinton Ave, suite 440 will be open from 7:00am – 10:00 am for EMERGENT use only.
 - All other patient service centers will be closed.
- **URMC Labs Courier Services Division is pleased to announce the successful implementation of *Cheetah Tracking***
 - This state of the art software package has been in use for just over one year.
 - With greater than 1,000 stops per day, this new system has helped to improve service and reduce handling errors to less than 0.002%
 - We use GPS-enabled digital cell phones to download routes, communicate new pick- ups, and receive real time updates of information.
 - Global Positioning and real time data transfer allows us to know and see the location of all couriers and the status of routes. We can quickly make adjustments as needed to insure all service expectations and timelines are met.
 - We have improved our services through the integration of information, communication, and technology.
- **2011 URMC Labs Satisfaction Survey is LIVE only until June 3rd! Last Chance!**
 - Practice Managers, Nurse Managers, Providers & Office Managers are eligible.
 - Take the survey on-line to DOUBLE YOUR CHANCES to win!
 - Go to www.urmc-labs.com “Click Here for Surveys on How We Can Serve You Better”
 - “2011 URMC Labs Client Satisfaction Surveys for Providers”
- **New Patient Service Center is NOW OPEN in Geneseo**
 - 2 Ryan Dr, suite 2, Geneseo, NY 14454
 - Hours: Mon-Fri 7:00am-4:00pm (closed for lunch 12:30-1:30)
 - Open Saturdays 8:00am-noon
- **New Patient Service Center is NOW OPEN in Hilton**
 - 1026 Hilton-Parma Corners Rd, suite 2 (Rte 259) Hilton, NY 14468
 - Hours: Mon-Fri 7:00am-4:00pm (closed for lunch 11:30-12:30)
- **eRecord & ePartner are Coming Soon in 2011** [eRecord For Community Providers](#)
 - [eRecord](#) is the name of the integrated electronic health record (EHR) being introduced at Strong Memorial and Highland Hospitals in 2011. The new system will serve both hospitals’ inpatient areas, emergency departments, and outpatient areas.
 - [ePartner](#) provides 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.
 - eRecord & ePartner will be replacing CIS.
 - For information on levels of access, training, and eRecord click this link: [About eRecord](#)