



News You Can Use May, 2024

UR Medicine Labs Patient Service Center Memorial Holiday Hours:

Monday May 27th: All patient service centers will be CLOSED with STAT services available in observance of the Memorial 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.

Labeling Requirements for Specimens & Requisitions

Effective October 1st, 2024, any samples received with discrepant or missing information will be **rejected and recollection will be required.**

All samples received in the laboratory must have full first and last name of the patient, secondary identifier (DOB or MRN), collection date, collection time and collector's initials. Electronic documentation in UR Medicine's eRecord or interfaced systems meets this qualification, all others must record the information the specimen label. Link: [Labeling Requirements](#)

Collection and Transport of Urine for Culture and Urinalysis

To avoid cancellation of urine specimens we urge practices to follow the recent technical bulletin that outlines the guidelines regarding proper collection procedures. Link to bulletin: [Collection and Transport of Urine for Culture and Urinalysis](#)

Technical Bulletins April-May:

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

[HHV-6A/B Quantitative NAAT, Plasma: New test](#)

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

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

Go to: www.urmedicinelabs.org

Test Menu: www.testmenu.com/rochester