URL Client Notifications

The University Reference Lab (URL) works with external clients such as hospitals, clinics, skilled nursing facilities, and veterinary hospitals who use our laboratories as a reference lab.

Most clients do not use Ohio State's Epic system (except for a few who are community connect partners) so their testing is documented in Beaker via Requisition Entry using a Submitter, which identifies each client in the system.

All critical results and cancellations should be called to the client ONLY. Do NOT call the provider. It is the responsibility of our client to contact the appropriate ordering provider. Referral laboratories may report critical results directly to clinical personnel, or to the referring laboratory per ADMIN-24.
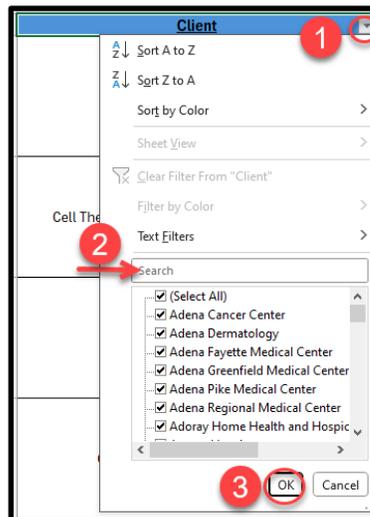NOTE: In-basket messaging or any other mode of communication within the Epic system should NEVER be used for URL Clients even if the provider uses Epic.

Client phone numbers for issues and criticals can be found in the following location:
L:Shared/Pathology/APCP_ Testing Info/URL Client Contact Information

Once the file is open, you can search the client list by selecting the drop-down arrow next to Client, entering the client's name in the Search field, and clicking OK.
NOTE: The Find feature in excel does not work in this document.

Identifying client (submitter) in Beaker:

If you have any questions, concerns, or find that client information may need updated, please contact URL via email PathologyURLCustServ@osumc.edu.

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER