



UNC  
HEALTH CARE

MEMORANDUM # 69

TO: UNCH Hospitals Attending Physicians, Housestaff, Clinical Nurse Coordinators, Department Heads and Supervisors

FROM: Martha McGee, Outreach and Call Center Supervisor *mm*  
N. Meredith Jones, Assistant Administrative Director Outreach *nmg*  
Herbert C. Whinna, MD, PhD, Director, McLendon Clinical Laboratories *HW*  
Cathy Holleman, Administrative Director, McLendon Clinical Laboratories *CH*

DATE: March 28, 2011

**SUBJECT: Call Center**

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Beginning Monday, March 28<sup>th</sup>, McLendon Clinical Laboratories will be directing incoming calls for Core Laboratory (966-2361), Microbiology (955-0 453) and Outreach (966-0406) into a central call center. The center's hours will be operational M – F, 7:30 am – 5 pm. After 5 pm, all calls will revert directly to the laboratory (Core, Microbiology, Outreach).

This change should be transparent to our customers and will allow for improved efficiencies and customer service with the consolidation of staffing.

Questions or concerns should be directed to Martha McGee, Outreach and Call Center Supervisor, 966-5970, pager 216-2521.