

### General instructions

- Place one courier barcode label on the courier transport bag and the partner label on your courier package barcode log.
  - These log sheets are for your use only, should tracking become necessary, and do not need to be sent to Allina Health Laboratory.
- Complete your courier package count log with the date, ready time, tech ID and the number of packages for each transport temperature.
- ***Scheduled route courier drivers will not accept packages without a barcode label attached.***

### Refrigerated and room temperature/ambient specimens

- Package all specimen bags for one transport temperature (Refrigerated or Room Temperature/Ambient) in a separate courier bag
- Place one package barcode label on each courier transport bag and the partner label on your courier package barcode log
- Complete your courier package count log with the date, ready time, tech ID and the number of packages for each transport temperature.

### Frozen specimens

- Package all frozen specimens in a frozen biohazard specimen bag.
  - Do not place the individual bags into a courier transport bag as this may result in thawing of the specimen.
- Place a courier barcode label on each specimen bag and the partner label on your courier package barcode.
- Complete your courier package count log with the date, ready time, tech ID and the quantity of packages for each transport temperature

### STAT courier pick-ups

- Package STAT specimen in a STAT specimen bag.
- Barcode the specimen bag and complete the log sheet per general instructions above
- Call Allina Health Laboratory Client Services at **(612) 863-4678** Mon – Fri from 8am – 6pm and request STAT pick-up service.
  - Courier service for weekend, holiday or stats prior to 8am or after 6pm should be called directly to your own courier service.
- If Allina Health Laboratory arranges a STAT courier pickup for you, charges will be billed back to your facility.

## Important courier transport information



### On Demand/same day courier pick-ups

- Package specimens per instructions above
- Contact Client Services at (612) 863-4678 by your site's designated call by time, Mon-Fri, to request same day pickup.
  - Requests called in after the designated cut-off time will receive STAT pick up status and charges will be billed back to your facility
  - On Demand/same day courier service on weekends or holidays, or prior to 8am or after 6pm should be called directly to your own courier service.
- All specimens will be delivered to the Central Laboratory.

### LOCKBOX courier pick-ups

- To ensure specimen integrity, only refrigerated and/or ambient/room temperature specimens can be submitted to Allina Health Laboratory using a lockbox.
  - *Frozen specimens cannot be left in a lockbox, as specimen integrity cannot be maintained.*
- Package all specimens for one transport temperature (refrigerated and ambient/room temperature) in a separate courier transport bag.
- Indicate on each courier transport bag whether it is to be transported at refrigerated or ambient/room temperature.
- Place one package barcode label on each courier transport bag and the partner label on your courier package barcode log
- Complete your courier package count log with the date, ready time, tech ID and the quantity of packages for each transport temperature.
  - Place the courier package count log in your lockbox, along with the specimen transport bags, for courier documentation.
- If you have a regularly scheduled pick up that utilizes a lockbox, and you do not have any specimens, call Client Services at (612) 863-4678 to notify them that no stop is needed.