

## Instructions for courier lockbox use

When using a lockbox, in order to ensure specimen integrity during storage and transport, the following instructions must be followed:

- Only ambient and refrigerated specimens can be transported using a lockbox pickup
  - In order to ensure that frozen specimens remain at the proper temperature, they must remain in the freezer for the courier to retrieve. DO NOT place frozen specimen packages in your lockbox; either wait for the courier, hold the specimen for your next courier pick up, or arrange for a RUSH courier pick up (RUSH courier charges will be billed to you).
- Each courier transport bag placed in your lockbox must be labeled with an indication of transport temperature (ambient/room temperature or refrigerated)
- A completed courier package count log must be placed in your lockbox along with the packaged specimens for courier reconciliation and documentation.
- If your scheduled pickup always uses a lockbox, the lockbox should remain out and accessible to the courier at all times.
- Your lockbox should always be placed in the same location
  - Notify your Allina Health Laboratory Account Representative of the location, and of any change in location.
- If your site utilizes a lockbox exposed to the outdoor temperatures to store specimens prior to transport to Allina Health Laboratory:
  - When a lockbox is exposed to the elements, the insulation is not sufficient to protect specimens. If your lockbox is located outside of your building, in order to protect specimen integrity, the lockbox should not be used if the temperatures are below zero (0°F) or above 80 °F.
  - If the temperatures are below zero (0°F) or above 80 °F, rather than place the specimens in your lockbox, they must be given directly to a courier to be placed in the appropriate temperature for transport. If you are unable to wait for the driver, and the specimens cannot be held until your next direct courier pickup, an unscheduled courier pickup should be arranged.
  - This does not apply to lockboxes that are located within a building, protected from outdoor temperatures.