

Memo

To: Allina Health Laboratory outreach clients

From: Allina Health Laboratory outreach services

Date: October 20, 2020

Re: Winter weather related reminders

As our temperatures drop and winter approaches, we would like to take this opportunity to share a few reminders of things that may affect your specimen transport and testing.

Winter weather courier services

Our couriers will do everything in their power to perform each scheduled pick up as close to on time as possible. Please be aware that, for the safety of our drivers, road conditions may cause them to be delayed.

If the Department of Transportation closes roads, or if a route is deemed hazardous to a driver, they will be pulled from their routes. Although our primary goal is care of our patients, we need to balance this with the safety of the couriers. We will attempt to notify each client that is affected due to a courier delay or cancellation as timely as possible.

In the event of a courier cancellation please store specimens appropriately until your next available courier pick up.

Lockboxes and extreme temperatures

If your site utilizes a lockbox to store specimens prior to transport to Allina Health Laboratory, please note that when a lockbox is exposed to the elements, the insulation is not sufficient to protect specimens during extreme weather conditions. It is optimal to have the lockbox located in a protected area.

- 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).
- If the temperatures are below zero (0°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 can not 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.