

Courier Policies



RUSH Courier Requests

Requests for RUSH courier pickups are subject to charges being billed back to your facility. Each charge is dependent on the geographical pick-up location. These charges will appear on your client statement/invoice.

Please contact your Allina Health Laboratory Account Representative for pricing information.

Winter Weather

Our couriers will do everything in their power to perform each 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.

Note: Lock boxes left in areas exposed to winter (or summer) weather for extended periods of time will not maintain viability of specimens to be transported at ambient or refrigerated temperatures.

Items Accepted for Transport to Allina Health Laboratory

Courier pickups supplied by Allina Health Laboratory should be used to transport laboratory related items only (i.e. laboratory specimens, laboratory supply returns, etc.).

Non-lab items, such as X-Ray films, should not be transported with the laboratory courier.