



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Public Health

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Laboratory of Public Health

Memo

To: North Carolina Local Health Departments

From: Scott M. Shone, PhD, HCLD (ABB), Director, State Laboratory of Public Health

Date: June 23, 2023

Re: New Medical Courier Service to Replace STAT Courier

Effective Monday, July 10, 2023, the NC Department of Administration (DOA) Medical Courier Service, will replace STAT Courier service for the transport of specimens and samples from Local Health Departments (LHD) to the North Carolina State Laboratory of Public Health (NCSLPH). This change is part of ongoing quality improvement initiatives to help ensure regulatory compliance.

The NC DOA Medical Courier will function in the same capacity as STAT Courier. They will operate across the State and will continue to pick up specimens and samples, during normal business hours, at all sites currently serviced by STAT Courier. While pick-up times may change slightly, there are no significant changes to the current procedures for packaging and pick-up of specimens/samples for transport to NCSLPH. However, all NC DOA Medical Courier vehicles will be equipped with refrigerators and freezers for transportation of refrigerated and frozen specimens. As a result, there will no longer be a need to request dry ice to transport frozen specimens.

NC DOA Medical Courier pick-up times, contact details, and other specific information needed for this transition will be provided via email and webinar during the week of July 3, 2023.

Temperature requirements for specimen submissions will not change from current requirements. Rabies specimen submission processes will not change. The MSC State Courier will continue to deliver mail, shipping supplies, and other correspondence, as well as environmental samples, to and from LHDs and NCSLPH.

If submitters need courier bags, labels, or other specimen/sample submission supplies, they can be ordered on the [NCSLPH Mailroom Supply Portal](#).

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH • STATE LABORATORY OF PUBLIC HEALTH

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