



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

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Public Health Division of Public Health

SCOTT M. SHONE, PhD, HCLD (ABB) • Laboratory Director, State
Laboratory of Public Health

Memo

To: Customers of the North Carolina State Laboratory of Public Health

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

Date: November 1, 2023

Re: Courier Schedules and Sample/Specimen Transport – Veterans Day Observance, 2023

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** Friday, November 10, 2023, in observance of Veterans Day. [UPS](#) and [FedEx](#) **will operate normally** on Friday, November 10, 2023. FedEx ground service will not be available Saturday, November 11, 2023.

DOA Medical Courier:

1. **Will** deliver specimens picked up on Thursday, November 9, 2023, to NCSLPH by Friday, November 10, 2023.
2. **Will** resume normal operations on Monday, November 13, 2023.

The NCSLPH will accept specimens for testing on Friday, November 10, 2023.

Please refer to NCSLPH [SCOPE Appendix A](#) or the [NCSLPH Specimen Storage and Shipping Guide](#) for detailed specimen storage requirements. Submitters must ensure that specimens and samples are stored using the proper conditions until the above couriers resume normal operations. Improperly stored or transported specimens may be rejected for testing. NCSLPH will request recollection of specimens if needed for testing. Please remember, to notify DOA Medical Courier and SLPH if you are submitting frozen specimens for pickup on Tuesday, November 14, 2023 via email to slph.courier@dhhs.nc.gov. If you have any questions, please contact NCSLPH Customer Service at 919-733-3937, or call DOA Medical Courier Dispatch at 984-236-7160.

If submitters need courier bags, labels, or other specimen/sample submission supplies, they can be ordered on the NCSLPH Mailroom Supply Portal (<https://slphreporting.dph.ncdhhs.gov/labportal/>).