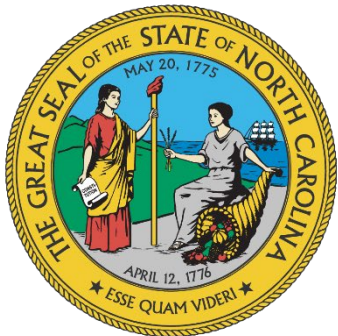


# UPDATED NCSLPH Guidance

## *Specimen/Sample Packaging and Shipping for Medical Courier*



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

Division of Public Health  
State Laboratory of Public Health

Scott M. Shone, PhD, HCLD(ABB)  
NCSLPH Laboratory Director  
November 29, 2022

# Pre-analytical Operational Changes



**Continuous Quality Improvement (CQI) initiative to optimize and assure specimen integrity in transport**




# Pre-analytical Operational Changes



## Continuous Quality Improvement (QI) initiative to optimize and assure specimen integrity in transport (Why)

- Who
  - All Local Health Department (LHD) submitters
- What
  - Medical Courier vs. MSC State Courier & UPS
  - Packing/Shipping Changes
    - *Not changing forms or temperatures*
- Where
  - From your LHDs to NCSLPH
- When
  - December 5, 2022 (visits on December 1<sup>st</sup> & 2<sup>nd</sup>)
- How (to get additional guidance)
  - NCSLPH Customer Service, Regional Consultants, Medical Courier Representative

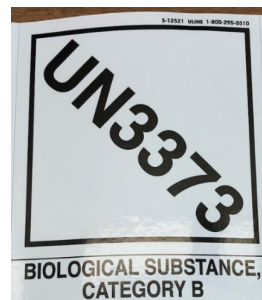
# Medical Courier

- Who are they?
  -  statcourier
- What services will they provide?
  - Medical Courier vs. MSC State Courier & UPS
  - One way from LHD to NCSLPH
- Why STAT Courier?
  - STAT Courier has experience transporting specimens and samples in controlled environments (refrigerated), handling urgent requests, and appreciates the importance of maintaining specimen integrity, patient confidentiality, and HIPAA compliance.

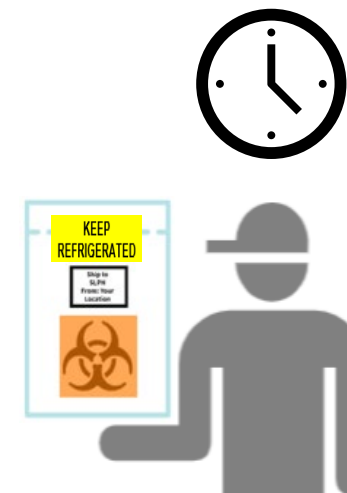
Utilizing this courier will aid in **maintaining temperatures** of specimens during shipment and **expedite the delivery time** of samples as well as significantly **reduce the amount of effort** LHDs spend packaging and transporting submissions.

# Quality with Less Effort

F  
R  
O  
M



T  
O



# LHD Specimen Transport to SLPH via STAT Courier

## Prepare Samples

- Follow guidelines for individually packaging samples
- Store at appropriate temperature
- Prepare large courier bag BEFORE scheduled pick up time

## Prepare Large Courier Bag(s)

- Place same temperature specimens into a large courier bag
- Adhere labels to refrigerated and room temperature courier bags
- Maintain the prepared large courier bag(s) at the appropriate temperatures until the transfer...**courier CANNOT WAIT!**

## Ship to SLPH

- LHD staff will hand bags/packages directly to STAT Courier
- Courier will document name of the LHD staff involved in the package transfer

# Bagged Specimen Packaging

## NOT CHANGING



*Red:*  
HIV/HCV Serology



*Green:*  
Syphilis  
Serology



*Yellow:*  
Hepatitis Serology



*Orange:*  
Chlamydia/  
Gonorrhea NAAT



*Blue:*  
Rubella,  
Special Serology

**BOLD = COLD**

## Boxes to Bags



*Clear:*  
Blood Lead  
**Bordetella**  
**COVID-19**  
Gonorrhea (GC) Culture  
**Viral Culture**

- Color coded specimen bags for these specimens
- Absorbent paper with specimen must be placed inside specimen bags
- Exterior pouch for submission forms
- One specimen per bag

# Bags and Cans Placed in Large Courier Bag

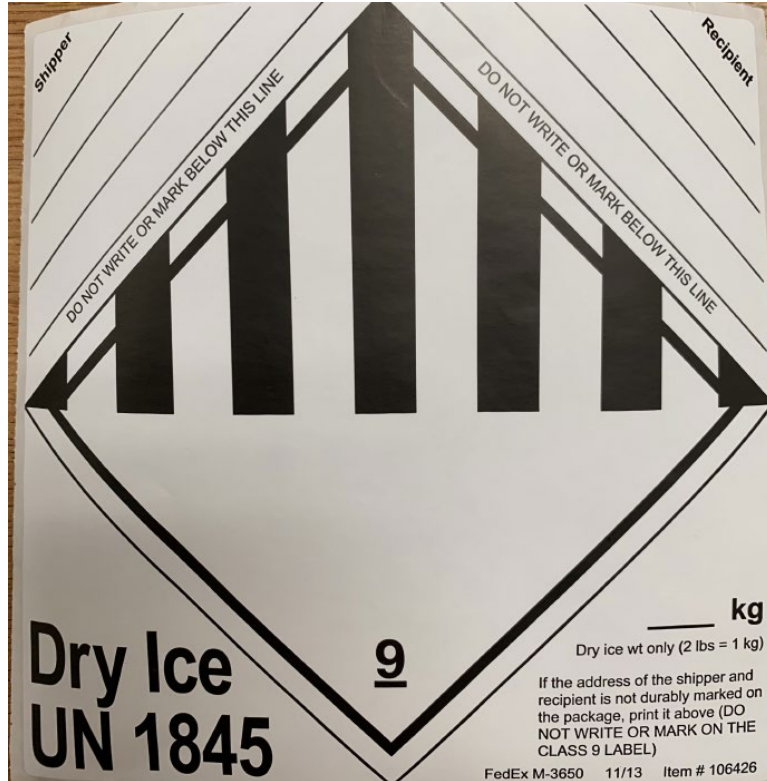


- Place same temperature specimens into the large courier bag
- Place temperature label on large courier bag
- Specimens must be stored at the appropriate temperature until transferred
- **Large courier bags picked up at scheduled time – courier cannot wait!**
- If there is an extended delay in shipping specimens to SLPH, specimens should be frozen on dry ice
- Contact SLPH for further guidance on specimen collection and packaging



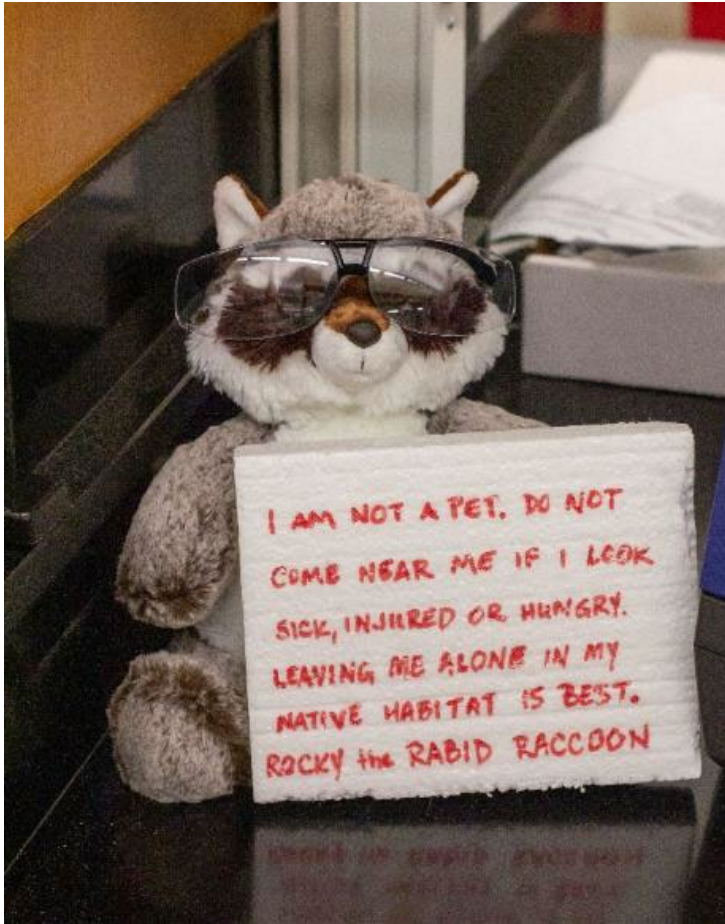
# Frozen Specimens

## NOT CHANGING



- Specimens must be received at SLPH **frozen on dry ice.**
- Ship ASAP in pre-packaged box using STAT courier
- Dry ice label required on frozen shipments
- Contact SLPH for further packaging guidance

# Rabies Specimens



## NOT CHANGING



- Specimens must be received **cold** on frozen ice packs
- Freezing **NOT** recommended
- Ship ASAP to SLPH via **MSC state courier**
- Contact SLPH for further packaging guidance

# NCSLPH Clinical Specimen Packaging Guide

## NCSLPH Revised Specimen/Sample Packaging Guide: Medical Courier Shipping Effective 12/5/22

### BAGGED SPECIMENS

Specimen vials are packaged in color coded specimen bags.

 <b>Red:</b> HIV/HCV Serology	 <b>Green:</b> Syphilis Serology
 <b>Yellow:</b> Hepatitis Serology	 <b>Orange:</b> Chlamydia/ Gonorrhea NAAT
 <b>Blue:</b> Rubella, Special Serology	 <b>Clear:</b> Blood Lead* <b>Bordetella*</b> COVID-19* <b>Viral Culture*</b> Gonorrhea (GC) Culture*

BOLD = COLD

### CANNED SPECIMENS

Fragile specimens must be shipped in crush proof containers (cans).

Enteric Clinical\*  
Legionella Clinical  
Microbiology Reference Cultures\*  
Mycobacteriology Sputum\*  
Mycology Clinical  
Parasitology\*

Environmental bacteriological samples

BOLD = COLD

### BOXED SPECIMENS

Frozen specimens on **dry ice**  
Environmental boxes – no change in packaging

**Rabies** – continue to ship using MSC state courier

\*Supplies available through NCSLPH



-Place each specimen and absorbent material in its own color-coded bag.

-Fold and slide completed requisition into pouch on bag.

-Place same temperature specimens / samples into the large courier bag.

-Add the appropriate temperature label to the large courier bags.

-Store courier bags at appropriate temperature (cold or room temp) until courier pick up.

-Pay careful attention to the scheduled pick-up time.

-Courier will pick up specimens / samples from LHD contact upon arrival.

-All packaging should be ready at assigned pick up time.

### SHIPPING QUESTIONS?

Refer to NCSLPH [SCOPE](#) Appendix A for shipping requirements.

### IMPORTANT REMINDERS

Use current NCSLPH submission forms:  
<https://slph.dph.ncdhhs.gov/forms.asp>

Frozen specimen should be stored in the freezer and packed on dry ice before courier arrives.

Rabies specimens will continue to be sent through the MSC state courier.



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[www.slph.dph.ncdhhs.gov](http://www.slph.dph.ncdhhs.gov) · 11/16/22  
NCDHHS is an equal opportunity  
employer and provider.

# Packaging and Shipping Supplies



**FOR: STAT Courier**  
Deliver To:  
NCSLPH  
4312 District Dr.  
Raleigh, NC  
27607

**FOR: STAT Courier**  
Deliver To:  
NCSLPH  
4312 District Dr.  
Raleigh, NC  
27607

**FOR: STAT Courier**  
Deliver To:  
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**FOR: STAT Courier**  
Deliver To:  
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27607

## Transition Package

- Large courier bags
- Temperature, biohazard and shipping labels

# Environmental Samples

## NOT CHANGING



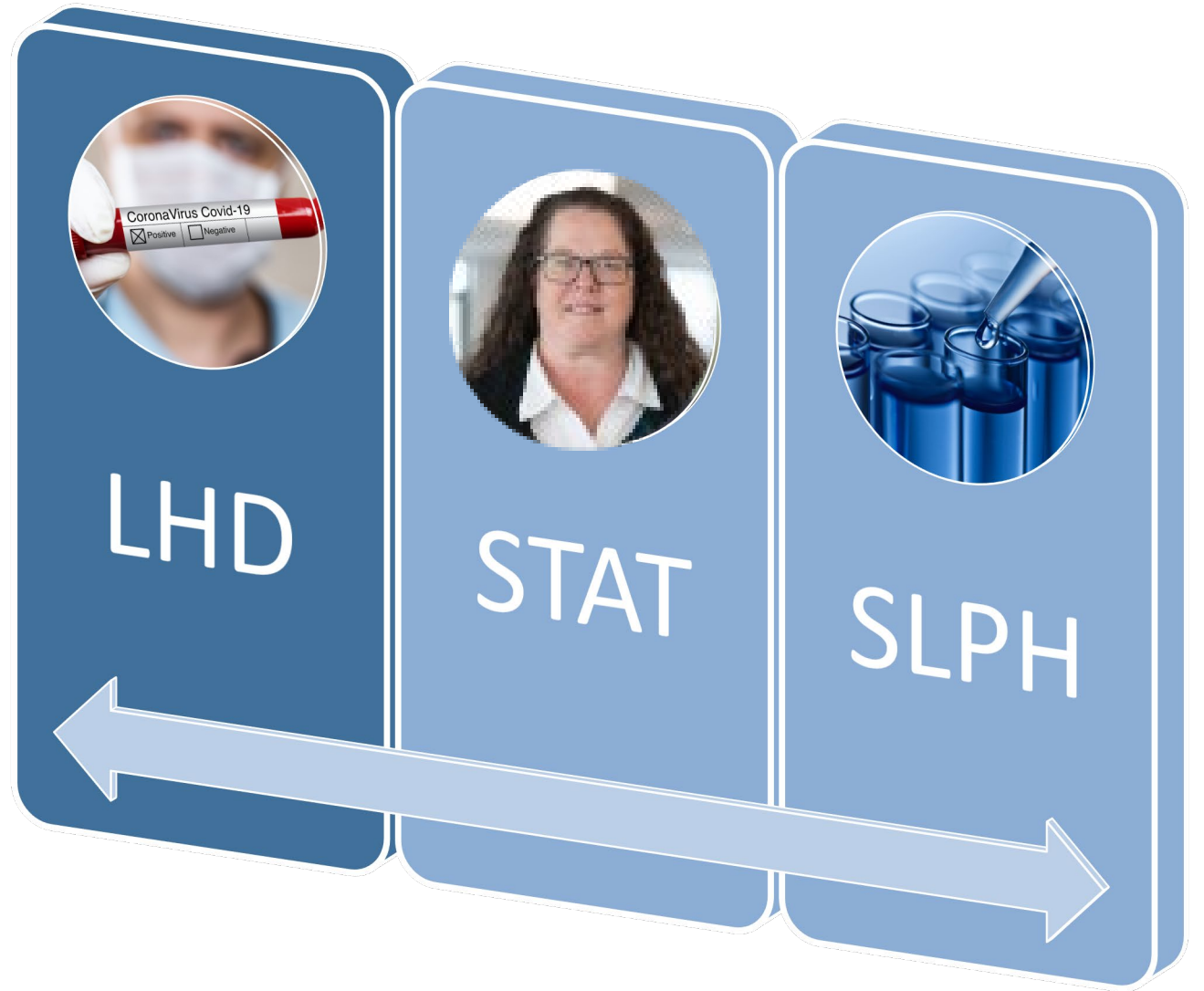
- All packaging and temperature guidance remains the same.
- Ship to SLPH via STAT Courier
- Contact SLPH for further packaging guidance

# Communication

Three-way communication is essential for successful operation

- Inclement Weather
- Infrastructure Delays
- Changes to Personnel
- Operating Hours

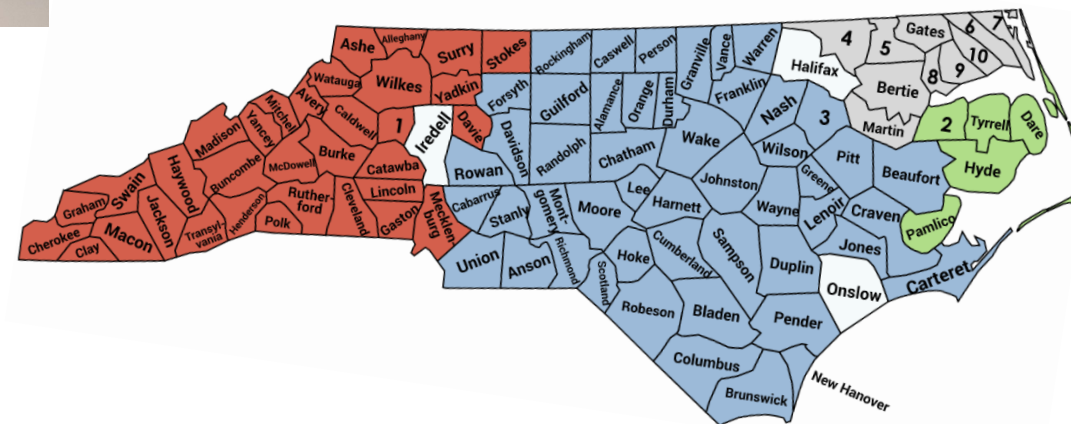
**STAT Courier representatives will visit each LHD location December 1<sup>st</sup> or December 2<sup>nd</sup>**



# Medical Courier Recap



Assigned pick up times



# Take Away Messages

- Submitters

- Must utilize packaging and temperature guidelines for each individual specimen
  - <https://slph.dph.ncdhhs.gov/forms.asp>
  - <https://slph.dph.ncdhhs.gov/doc/SCOPE-Guide-To-Laboratory-Services.pdf>
- Prepare large courier bag and maintain at the correct temperature until ready to transfer
- LHD representative will transfer the specimens directly to the courier at scheduled time – **Courier cannot wait!**
- Contact SLPH Customer Service, STAT Courier Representative or Regional Consultants for assistance

- NCSLPH

- Provide initial resources to LHDs for revised packaging standards
  - Additional supplies will be available on SLPH Ordering Portal
- Update clinical specimen acceptance information
  - SCOPE
  - NCSLPH website



# Need Assistance?

**SLPH Customer Service Team**  
Janet, Sam, & Kristin  
919-733-3937

**STAT Courier**  
Tresa Agee  
636-561-2518

**Regional Laboratory Consultants**

**Regional Consultants' Areas of Service**

