



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

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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: December 16, 2022

Re: Courier Schedules and Sample/Specimen Transport – Winter Holidays 2022

The North Carolina State Laboratory of Public Health's (NCSLPH) medical courier, STAT Courier, **will not operate** December 23, 26, and 27, 2022 or January 2, 2023. The State Mail Service Center Courier will also be closed for operations December 23, 26, and 27, 2022, and January 2, 2023. [UPS](#) and [FedEx](#) also have modified holiday schedules.

STAT Courier:

1. **Will** deliver specimens picked up Thursday, December 22 to NCSLPH by Friday, December 23.
2. **Will** resume normal pick-up schedule on Wednesday, December 28.
 - a. Local Health Departments open on Tuesday, December 27, should store specimens at the appropriate temperature according to the [NCSLPH Specimen Storage and Shipping Guide](#) for pick up on December 28.
3. **Will** deliver specimens picked up on Friday, December 30 to NCSLPH by Saturday, December 31.
4. **Will** resume normal operations on Tuesday, January 3, 2023.

UPS and FedEx:

1. UPS will not ship specimens on December 24, 26, and 31, 2022 and January 2, 2023.
2. FedEx will not ship specimens on December 24 and 31, 2022.

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LOCATION: 4312 District Drive, Raleigh, NC 27607

MAILING ADDRESS: 1918 Mail Service Center, Raleigh, NC 27699-1918

www.ncdhhs.gov • <http://publichealth.nc.gov> • <https://slph.dph.ncdhhs.gov/> • TEL: 919-733-7834 • FAX: 919-733-8695

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The NCSLPH **will be closed** for testing on December 24 – 27 and January 2 but accepts specimens 24/7. Submitters should be aware that results from specimens collected on December 22 will be delayed and patient management impacts should be considered.

Specimens collected after the STAT Courier pick up on December 22 should be frozen prior to pick up on December 28. Submitters must notify STAT Courier dispatch and NCSLPH about the need for frozen specimen transport via email (dispatch@stat-courier.com and SLPH.courier@dhhs.nc.gov) no later than December 27. Please include the following information in the email:

1. Account #: 1124 (NCSLPH)
2. The Local Health Department location
3. The number of frozen specimens that will need to be picked up

If notified in advance, the STAT Courier will have dry ice in their vehicle to keep specimens frozen for transport back to NCSLPH. Please write “Keep Frozen” on the specimen bag to ensure STAT Courier keeps the specimens frozen during transport and storage at NCSLPH.

Submitters must ensure that specimens and samples are stored using the proper conditions until the above couriers resume normal operations. Please refer to NCSLPH [SCOPE Appendix A](#) or the [NCSLPH Specimen Storage and Shipping Guide](#) for detailed specimen storage requirements. Improperly stored or transported specimens may be rejected for testing. The NCSLPH will request recollection of specimens if needed for testing.

If you have any questions, please contact NCSLPH Customer Service at 919-733-3937.

