



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

**ROY COOPER** • Governor  
**KODY H. KINSLEY** • Secretary  
**MARK BENTON** • Deputy Secretary for Health  
**SUSAN KANSAGRA MD, MBA** • Assistant Secretary for  
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 17, 2023  
**Re:** Courier Schedules and Sample/Specimen Transport – Thanksgiving Day, 2023

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** Thursday, November 23, 2023, and Friday, November 24, 2023, in observance of Thanksgiving Day. **UPS** and **FedEx will be closed** on Thursday, November 23, 2023. UPS and FedEx **will operate normally** on Friday, November 24, 2023.

#### DOA Medical Courier:

1. **Will** deliver specimens picked up on Wednesday, November 22, 2023, to NCSLPH by Thursday, November 23, 2023.
2. **Will not** pick up specimens on Thursday, November 23, 2023, or Friday, November 24, 2023.
3. **Will** resume normal operations on Monday, November 27, 2023.

The NCSLPH will accept specimens for testing on Thursday, November 23, 2023, and Friday, November 24, 2023.

**Specimens shipped overnight by UPS or FedEx on Wednesday, November 22, 2023, will not be delivered to NCSLPH until Friday, November 24, 2023. Delayed specimen delivery may result in specimen rejection.**

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 Monday, November 27, 2023, via email to [slph.courier@dhhs.nc.gov](mailto: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/>).