



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: December 15, 2023
Re: Courier Schedules and Sample/Specimen Transport – Winter Holidays, 2023

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** December 25, 26, and 27, 2023, or January 1, 2024. [UPS](#) and [FedEx](#) **will be closed** on Monday, December 25, 2023 and Monday, January 1, 2024. UPS and FedEx **will operate normally** on December 26 and 27, 2023.

DOA Medical Courier:

- Will** deliver specimens picked up on Friday, December 22 to NCSLPH by Saturday, December 23.
- Will not** pick up specimens on December 25, 26, or 27, 2023.
- Will** resume normal pick-up schedule on Thursday, December 28, 2023.
 - Specimens collected after the DOA courier arrives on Friday, December 22, 2023 should be stored at the appropriate temperature according to the [NCSLPH Specimen Storage and Shipping Guide](#) until pick up on December 28.
- Will** deliver specimens picked up on Friday, December 29 to NCSLPH by Saturday, December 30.
- Will not** pick up specimens on Monday, January 1, 2024.
- Will** resume normal operations on Tuesday, January 2, 2024.

FedEx/UPS:

- Specimens sent on Friday, December 22, 2023, should be scheduled for delivery on Saturday, December 23, 2023.

The NCSLPH will be closed for testing on December 25-27, 2023, and January 1, 2024, but will be accepting specimens. Submitters should be aware that results from specimens collected on December 22 and December 29 will be delayed and patient management impacts should be considered.

Please remember, to notify DOA Medical Courier and SLPH if you are submitting frozen specimens for pickup on Thursday, December 28, 2023, or Tuesday, January 2, 2024, via email to slph.courier@dhhs.nc.gov.

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 refer to NCSLPH [SCOPE Appendix A](#) or the [NCSLPH Specimen Storage and Shipping Guide](#) for detailed specimen storage requirements. 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/>).

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

LOCATION: 4312 District Drive, Raleigh, NC 27607

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

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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER