



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

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

Memo

To: Submitters to the North Carolina State Laboratory of Public Health
From: Scott M. Shone, PhD, HCLD (ABB), Director, State Laboratory of Public Health
Date: December 18, 2024
Re: Courier Schedules and Sample/Specimen Transport – Winter Holidays, 2024

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** on December 24, 25, and 26, 2024, or January 1, 2025. [FedEx](#) and [UPS](#) services **will be limited** on December 24 and 31, 2024, and **closed** on December 25, 2024 and January 1, 2025.

DOA Medical Courier:

1. **Will** deliver specimens picked up on Monday, December 23, 2024, to NCSLPH by Tuesday, December 24, 2024.
2. **Will not** pick up specimens on December 24, 25 or 26, 2024.
3. **Will** resume normal pick-up schedule on Friday, December 27, 2024.
 - a. Specimens collected after the DOA courier arrives on Monday, December 23, 2024, must be stored at the appropriate temperature according to the NCSLPH [Specimen Storage and Shipping Guide](#) until pick up on Friday, December 27, 2024.
4. **Will** deliver specimens picked up on Tuesday, December 31, to NCSLPH by Wednesday, January 1.
5. **Will not** pick up specimens on Wednesday, January 1, 2025.
6. **Will** resume normal operations on Thursday, January 2, 2025.

FedEx and UPS:

1. **Require** special handling ([FedEx](#) and [UPS](#)) for packages shipped on December 24, 2024.
2. Specimens sent on Friday, December 27, 2024, should be scheduled for delivery on Saturday, December 28, 2024.

The NCSLPH will have limited testing operations from December 24-26, 2024, and January 1, 2025, but will be accepting all specimens. Submitters should be aware that results from specimens collected on December 23, 2024 may be delayed and patient management impacts should be considered.

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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Please remember to notify the DOA Medical Courier and NCSLPH if you are submitting frozen samples for pickup on Friday, December 27, 2024, or Thursday, January 2, 2025, via email to slph.courier@dhhs.nc.gov. 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. 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/>).