

Management

BULLETIN

Shipping Specimens to the North Carolina State Laboratory of Public Health

Key Changes that occurred in December 2022:

- Introduction of the new medical courier, STAT, for transporting clinical specimens from Local Health Departments to NCSLPH.
- Updated guidance on changes to select packaging requirements of clinical specimens for transport by STAT courier used for Local Health Departments.
- New shipping materials provided to Local Health Departments for the new process.
- NCSLPH maintains ongoing coordination with STAT courier and Local Health Departments to ensure pickups run smoothly and continue work with both partners when issues arise.
- NCSLPH shared information about the new procedures by a live webinar and posted the shared information and FAQ's to the NCSLPH website.

Solutions for Quality Assurance

The North Carolina State Laboratory of Public Health (NCSLPH) implemented several changes to its clinical specimen submission process in December 2022. These changes were part of a broader quality improvement initiative to ensure that specimen integrity is maintained, particularly while in transit.

We deeply appreciate how quickly our partners adopted these changes and your ongoing feedback. We also understand specimen shipping is complex, and this transition is a learning process.

This bulletin summarizes the changes and highlights all our current educational materials related to specimen packaging and shipping.



Educational Materials:

1. Revised Clinical Specimen Packaging Guide

A one-page handout summarizing the shipping changes for clinical specimens that went into effect December 5, 2022.

2. Tutorial on the changes made to the shipping process

These slides were presented by Dr. Shone, the NCSLPH director, in a webinar in November 2022 to our partners.

3. Frequently Asked Questions

This includes detailed information based on the most frequently asked questions we have received about shipping.

4. Scope document

This resource includes detailed information about submitting all samples to the NCSLPH.

5. Clinical Specimen Storage Guide

While it is best to ship clinical specimens within 24 hours of collection, this guide provides special shipping requirements when that is not feasible. This summary of appendix A (page 148) is in our SCOPE document.



Your communication matters.

We deeply appreciate how quickly our partners adopted these changes and your ongoing feedback.

STAY INFORMED!

There are many resources available on our website to ensure clinical specimen integrity is maintained & to greatly reduce the number of rejected submissions.

..... slph.dph.ncdhhs.gov

NEED SUPPORT?

NCSLPH Customer Service

919-733-3937

STAT Courier

• TRESA AGEE: 636-561-2581

NCSLPH Regional Consultants

- TRACEY SHIVES: 336-306-4302
- APRIL PONDER: 828-289-8519
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- LINDA CLEVE: 252-414-3078

