

New Courier Implementation Training

September 26, 2018

Objectives

- The submitter will be able to appropriately package specimens based on specimen type for the new courier to transport and deliver patient specimens to the laboratory.
- The submitter will be able to utilize supplies appropriately for the packaging of specimens for the new courier to transport and deliver patient specimens to the laboratory.

Introduction

Stat Courier Welcome Letter



September 20, 2018

Greetings:

Please be notified that effective, October 1, 2018, STAT Courier will be the official contracted courier for the Louisiana Office of Public Health (OPH) in Baton Rouge, LA. STAT Courier is a St. Louis, MO-based courier company with over 18 years of experience and contracts across the U.S. We move millions of specimens each year with a 99%+ on-time delivery rate.

At STAT Courier, we take pride in delivering what's important to our clients, and we are committed to serving you with reliable and consistent delivery, and the best possible customer service experience.

STAT Courier looks forward to providing excellent results to the Louisiana Office of Public Health Laboratories and all of its submitters, and we want to thank you for the opportunity to provide courier services. As always, priority is to offer you reliability and personalized service; if you have any questions, concerns, or need to report a problem, (or just merely request general information), please do not hesitate to contact us:

Tresa Agee, Customer Care/Program Manager

636-695-5519 (direct)

tagee@stat-courier.com

Sincerely,

Tresa Agee

STAT Courier Services, Inc.

636-695-5519 (direct)

tagee@stat-courier.com

Packaging Information for Submitters

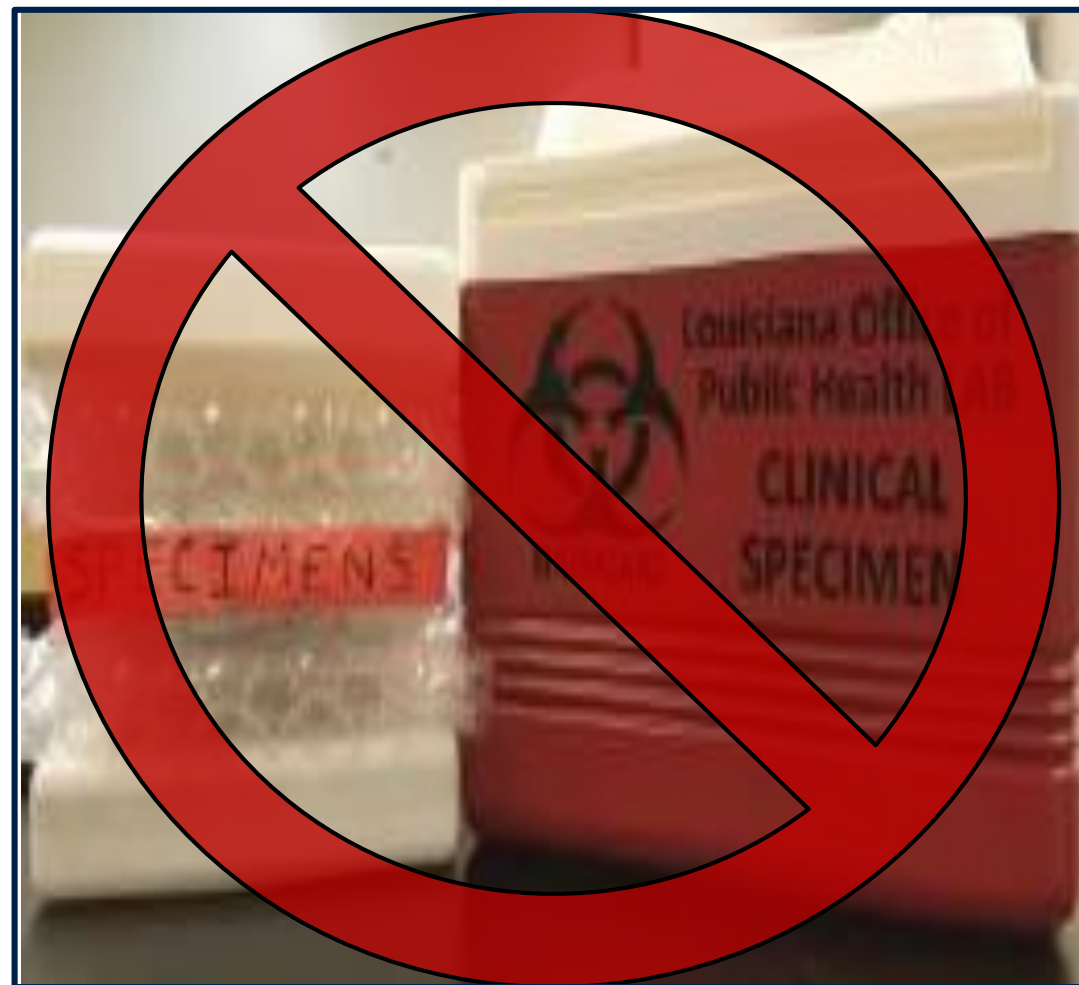
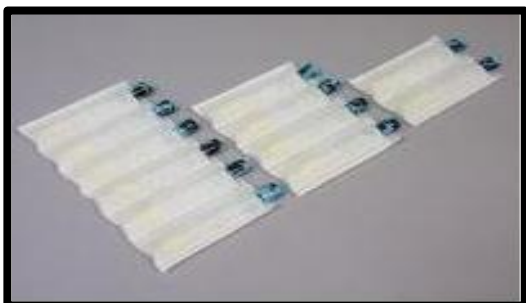
Major Changes

What will be DIFFERENT?

- ✓ NO more packing of red ice chests.
- ✓ Placing individual biohazard bags into large **color coded** sealed biohazard bags and separating according to temperature.
- ✓ Storing large color coded sealed biohazard bags at required storage temperatures pending courier pick-up.

Ambient 15-30°C	Green sticker with black writing	15 to 30°C
Refrigerated 2-8°C	White sticker with black writing	2 to 8 °C
Frozen ≤ -20°C	Blue sticker with black writing	≤ -20°C
Frozen ≤ -70°C	Purple sticker with black writing	≤ -70° C

- ✓ New tube sleeves:



Packaging Information for Submitters

Maintaining Current Practices

What will stay the SAME?

Submitters are still responsible for maintaining the following current practices:

- ✓ Printing the StarLIMS Manifest and/or Lab Form
- ✓ Packaging the specimens in tube sleeves (if tube sleeves are required)
- ✓ Placing the specimens into individually sealed biohazard bags
- ✓ Inserting the StarLIMS Manifest and/or Lab form in the OUTSIDE pocket of the sealed biohazard bag

Packaging Information for Submitters

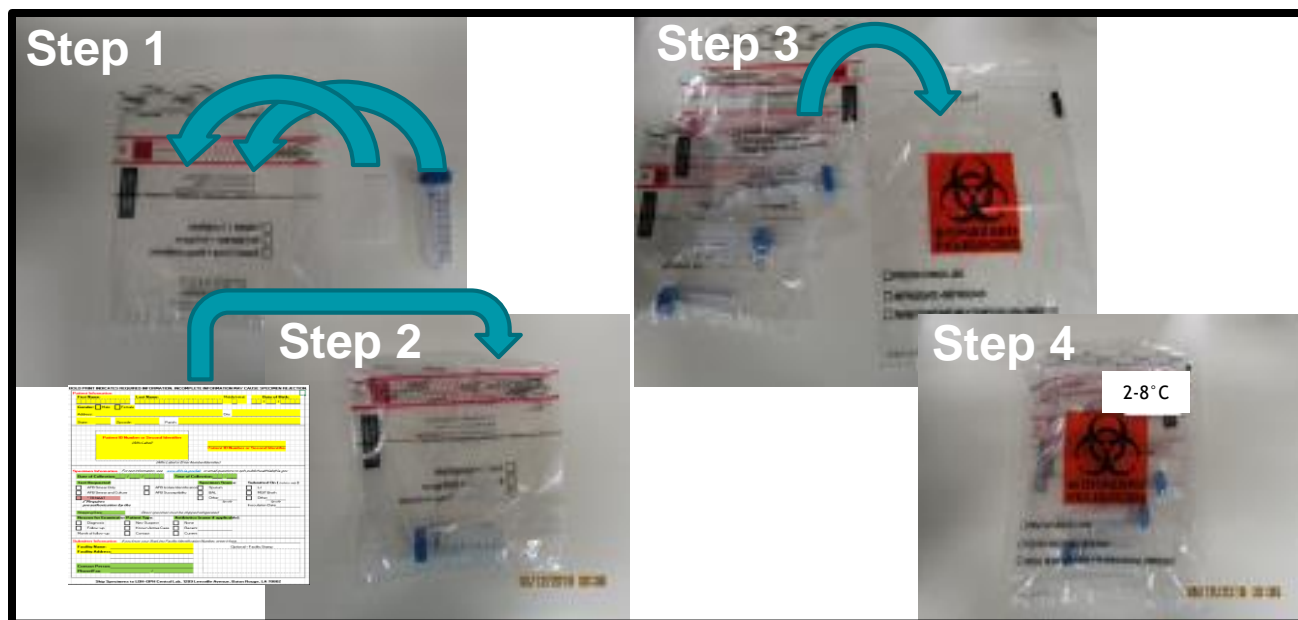
TB Sputum

Supplies:

- ✓ 50mL screw cap conical tubes
- ✓ Small sealable biohazard bags
- ✓ Absorbent sheets
- ✓ Large sealable biohazard bag
- ✓ White 2-8°C label

Packaging:

1. Package the TB sputum samples individually in small sealable biohazard bags with an absorbent sheet in each bag.
2. Insert Lab Form 97 into the OUTSIDE Pocket.
3. Place the individual sealed biohazard bags into the large biohazard bag and seal.
4. Apply a white 2-8°C label to the outside top right corner of the large biohazard bag.
5. *Store the packaged specimens at 2 - 8°C in a designated location until the specimens are pickup by the courier.*
6. STAT Courier will transport specimens refrigerated. Temperature upon receipt in the laboratory must measure 2-8°C.



Packaging Information for Submitters

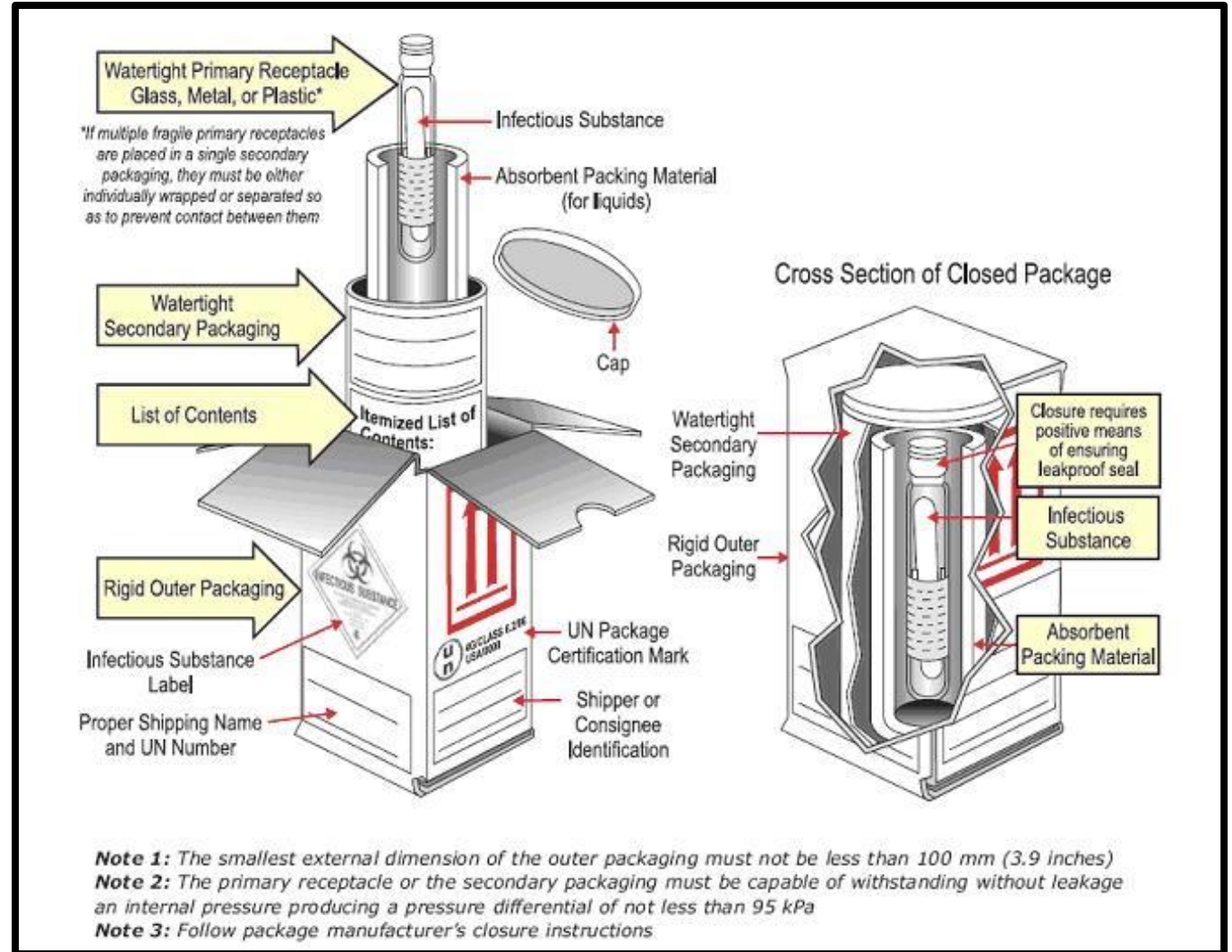
Category A Infectious Substance Shipping

2 items required to be shipped Category A include but are not limited to the following:

1. TB Isolates
2. Shiga Toxin Positive E. coli (STEC) samples

The US DOT Website

<https://www.transportation.gov/pipelines-hazmat> contains technical information about compliance with the Dangerous Goods regulations. These regulations apply to both ground and air transport.



Packaging Information for Submitters

Category A Infectious Substance Shipping

Things to Know:

- ✓ Persons packaging Category A specimens need to have Packaging and Shipping and Dangerous Good Training.
- ✓ The packaging certified to transport infectious specimens is a combination package system consisting of inner and outer containers that have passed IATA and DOT required testing. The items must be certified to work together. **No substitutions or exclusions.**
- ✓ Couriers will recognize a Category A package if the box is UN certified and will transport and handle the package appropriately.
- ✓ Fill out a Shipper's Declaration for Dangerous Goods Form for each package shipment.
- ✓ Requires Lab Form 93 or Lab Form 97.

Recommended Packaging:

➤ *For Ambient Shipping -*

- ❑ STP-100 from Saf-T-Pak is an example



❖ **NOTE: Category A Shipping Materials are NOT Provided by the OPH Laboratory.**

➤ *For Refrigerated Shipping -*

- ❑ STP-310 from Saf-T-Pak is an example



Packaging Information for Submitters

Bacteriology Isolates (only if applicable)

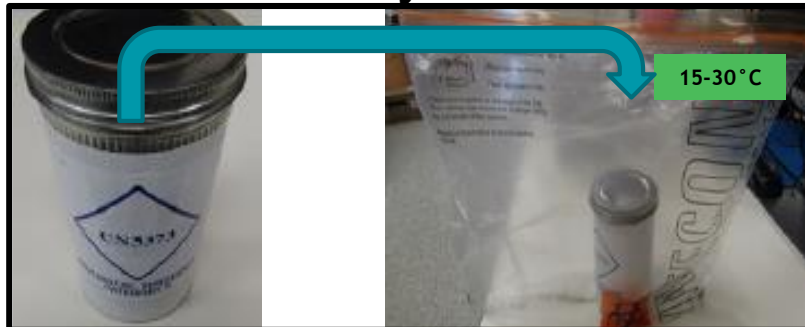
Supplies:

- ✓ Screw top specimen canister with Styrofoam insert
- ✓ Nutrient agar slants or other appropriate medium in glass screw-cap tubes (not supplied by OPH Laboratory)
- ✓ Large sealable biohazard bag for transport
- ✓ Green 15 – 30°C label

Secondary Canister



Primary Canister



Packaging:

1. Open the primary canister provided and remove the secondary metal canister.
2. Open the secondary metal canister, remove the small disc shaped foam insert, and place the agar slant(s) into the available slots in the large foam insert within the secondary metal canister.
3. After all tubes have been added to the canister, replace the small disc shaped foam insert over the specimens and secure the lid on the secondary metal canister.
4. Place the secondary metal canister into the primary canister and secure the lid on the primary canister.
5. Place the sealed primary canister(s) and corresponding Lab Form 93 into the large biohazard bag provided and seal the bag. **NOTE: PLACE ALL SEALED INDIVIDUAL CANISTERS INTO ONE, SINGLE, LARGE BIOHAZARD BAG.**
6. Place a green 15-30°C label indicating the appropriate storage temperature on the large sealed biohazard bag containing the canisters and place the bag at an appropriate, designated storage location (15-30°C).
7. Call the courier using the contact phone number provided and request a pickup for the specimens that have been packaged and stored appropriately.
8. Courier will transport specimens at room temperature. Temperature upon receipt in the laboratory should measure 15-30°C.

Packaging Information for Submitters

Stool Specimens in Cary Blair (only if applicable)

Supplies:

- ✓ Cary Blair transport vials (not supplied by OPH Lab)
- ✓ Small sealable biohazard bags
- ✓ Absorbent sheets
- ✓ Large sealable biohazard bag for transport
- ✓ White 2-8°C labels

Packaging:

1. Place each Cary-Blair sample vial into individual small biohazard bags.
2. Place one sheet of absorbent material in each bag and seal the bag.
3. Insert Lab Form 93 into the OUTSIDE Pocket.
4. If multiple small biohazard bags are being submitted, place sealed individual small biohazard bags into the large biohazard bag provided and seal the bag. **NOTE: PLACE ALL SEALED INDIVIDUAL BAGS INTO ONE, SINGLE, LARGE BIOHAZARD BAG.**
5. Place a white adhesive label indicating the appropriate storage temperature (2-8°C) on the outer sealed biohazard bag containing the vial(s) and place the bag at an appropriate, designated storage location (2-8°C).
6. Call the courier using the contact phone number provided and request a pickup for the specimens that have been packaged and stored appropriately.
7. Courier will transport specimens refrigerated. Temperature upon receipt in the laboratory should measure 2-8°C.



Packaging Information for Submitters

Serum Specimens

Supplies:

- ✓ SST tubes (not supplied by OPH Laboratory)
- ✓ Aliquot tubes (not supplied by OPH Laboratory)
- ✓ Tube sleeves
- ✓ Absorbent sheets
- ✓ Small sealable biohazard bags
- ✓ Large sealable biohazard bags
- ✓ White 2 – 8°C and Blue ≤ -20°C labels

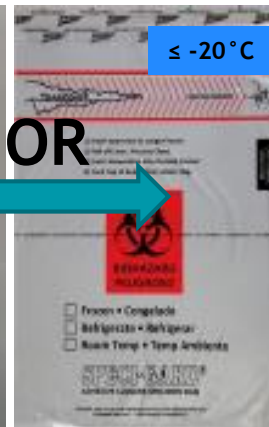
Packaging:

➤ Refrigerated Shipping -

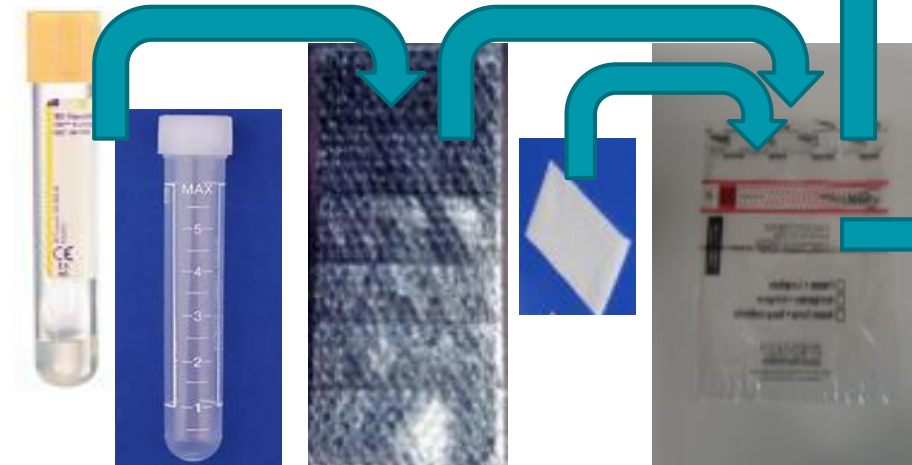
1. Following appropriate centrifugation, refrigerate specimens (SST tubes or aliquot tubes with serum) at 2-8°C.
2. In preparation for courier pickup, package the specimens in tube sleeves
3. Place in a small sealable plastic biohazard bag with an absorbent sheet. Insert Form 96 or StarLims Manifest into OUTSIDE pocket. *If shipping multiple small bags at refrigerated temperature, please combine in a large sealable biohazard bag.*
4. Place a white 2-8°C label on the top right of the bag. Leave packaged specimens at refrigerated temperatures until specimen pickup.
5. Courier will transport specimens refrigerated.

➤ Frozen Shipping -

1. Freeze aliquot tube(s) of serum at ≤ -20°C.
2. In preparation for courier pickup, package the aliquot tube(s) in tube sleeves.
3. Place in a sealable biohazard bag with an absorbent sheet. Insert Form 96 or StarLims Manifest into OUTSIDE pocket. *If shipping multiple small bags at frozen temperature, please combine in a large sealable biohazard bag.*
4. Place a blue ≤ -20°C label on the top right of the bag. Leave packaged specimens at frozen temperatures until specimen pickup.
5. Courier will transport specimens on dry ice. Temperature upon receipt in the laboratory must measure ≤ -20°C .



OR



Packaging Information for Submitters

Influenza Specimens (only if applicable)

Supplies:

- ▶ Viral Transport Media/VTM (not supplied by OPH Lab)
- ▶ Tube sleeves
- ▶ Absorbent sheets
- ▶ Small sealable biohazard bags
- ▶ Large sealable biohazard bags
- ▶ White 2 – 8°C and Purple $\leq -70^{\circ}\text{C}$ labels



Packaging:

➤ Refrigerated Shipping -

1. Refrigerate VTM specimens at $2-8^{\circ}\text{C}$ upon receipt.
2. Package the sample(s) in tube sleeves.
3. Place in a small sealable plastic biohazard bag with an absorbent sheet. Insert Lab Form 96 into OUTSIDE pocket. *If shipping multiple small bags at refrigerated temperature, please combine in a large sealable biohazard bag.*
4. Place a white $2-8^{\circ}\text{C}$ label on the top right of the bag. Leave packaged specimens at refrigerated temperatures until specimen pickup.
5. Courier will transport specimens refrigerated.

➤ Frozen Shipping -

1. Freeze VTM Influenza specimens at $\leq -20^{\circ}\text{C}$ within 72 hours after collection.
2. Package the sample(s) in tube sleeves.
3. Place in a small sealable plastic biohazard bag with an absorbent sheet. Insert Lab Form 96 into OUTSIDE pocket. *If shipping multiple small bags at frozen temperature, please combine in a large sealable biohazard bag.*
4. Place a purple $\leq -70^{\circ}\text{C}$ label on the top right of the bag. Leave packaged specimens at frozen temperatures until specimen pickup.
5. Courier will transport specimens on dry ice. Temperature upon receipt in the laboratory should measure $+2$ to -70°C .

Packaging Information for Submitters

Newborn Screening Blood Spot Cards

Supplies:

- ✓ Newborn Screening Lab 10 forms
- ✓ Manila envelope
- ✓ Green 15-30°C label



Packaging:

1. Collect Newborn sample(s) appropriately.
2. Allow sample(s) to dry completely.
3. Fold flap over each sample to prevent cross contamination.
4. Place sample(s) in manila envelope.
5. Seal envelope and label with your location.
6. Place a green 15-30°C label indicating the appropriate storage temperature on the manila envelope containing the sample(s). Place the envelope at the designated storage location.

Packaging Information for Submitters

Rabies Specimens


Supplies:

- ✓ Category B Refrigerated Shipper listed below (not supplied by OPH Laboratory):
 - Styrofoam Cooler
 - Ice Chest
 - Requires a Bite Investigation Form

Packaging:

1. Process specimens as per your current protocol.
2. Insulate Bite Investigation form from sample.
3. Label the outside of the package “RABIES”
4. Once samples are collected and packed, keep them at required storage temperatures pending courier pick-up.



<ul style="list-style-type: none">• Submitter Name Submitter Address Submitter City, State Zip code Contact Person Phone number	BIOLOGICAL SUBSTANCE, CATEGORY B
<ul style="list-style-type: none">• Louisiana DHH OPH Laboratory Virology/Serology Section 1209 Leesville Avenue Baton Rouge, LA 70802• ATTN: DeNeen Grant (225) 219-5252• REFRIGERATE ON ARRIVAL• Animal Specimen for Rabies Testing	

Stat Courier Pick-up

Routine Pick-Ups

- We encourage Drivers and OPH Submitters to exchange contact information.
- Pick-up times – drivers typically will not arrive early and may be later than your scheduled route time. Using the STAT Courier Flyer, call Customer Service if your facility will be closing and your specimens have not been picked up so alternative arrangements can be made.
- If you are scheduled as a routine pick-up and have no samples that day, a signature of the OPH Submitter may be required on the driver's log and/or mobile app.
- Final Route information will be communicated to the Regional Nurse Managers for dissemination.

Stat Courier Pick-up

- Will-call pick-up (i.e. Next available pick up)
 - *Typically will be picked up next day. If same day pickup is needed, call and request an Emergency Pick-Up.*
- Emergency Pick- Up (formerly known as Hot Shot Runs)
- Courier Issues

Louisiana Office of Public Health Laboratories *Account #1020*

If you are an OPH Laboratory Submitter, please use this information to contact STAT Courier for a pickup.

Customer Service is available 24 hours a day:
1-888-592-7828

Emergency After Hours Contact:
Operations/Customer Care Manager – Tresa Agee
Cell: 1-636-373-1689

Please supply the following information at the time of call:

- ☒ Account Number (# 1020)
- ☒ Facility Name/Department Pickup Location/Address
- ☒ Type of Specimens



OPH Lab Submitter Supply Packages

Shipped by OPH Laboratory

Package Contents:

- ✓ Extra supplies/packaging materials
- ✓ New Courier Letters
- ✓ Link to OPH Laboratory New Courier Implementation Information (includes packaging instructions, Specimen Shipping Container and Supply Order Form, etc.)
- ✓ STAT Courier Flyer: Contains Customer Service Contact Information

FAX REQUEST FOR OPH LABORATORY SPECIMEN SHIPPING SUPPLIES

Request Date: _____

SHIP THE FOLLOWING SUPPLIES (Fill in the requested amounts)

MYCOBACTERIOLOGY (TB) SPECIMEN SUBMISSION

We supply 50 ml conical tubes for sputum collection.

For Mycobacteriology (TB), print the Laboratory Form 97 directly from lab website (www.lab.dhh.louisiana.gov).

DESCRIPTION	QUANTITY	UNIT OF MEASURE
50 ml Conical Tubes for Sputum Collection		Pack of 50

STD SPECIMEN SUBMISSION

We supply CT/GC collection kits. OPH does not supply serum separator tubes (tiger top tubes) for collecting blood specimens or urine collection cups.

For STD/HIV Laboratory Forms, print directly from lab website (www.lab.dhh.louisiana.gov).

DESCRIPTION	QUANTITY	UNIT OF MEASURE
Collection Kits		
APTIMA Unisex Swab Specimen Collection Kits for Gonorrhea/Chlamydia		Box of 50 Swabs
APTIMA Urine Specimen Collection Kits for Gonorrhea/Chlamydia		Box of 50 Tubes

SPECIMEN TRANSPORT SUPPLIES

We supply the following supplies for specimen transport.

For Bacteriology/Molecular Biology/Virology/Clinical Chemistry, print Laboratory Form 93 or 96 directly from lab website (www.lab.dhh.louisiana.gov).

DESCRIPTION	QUANTITY	UNIT OF MEASURE
Category B Bacterial Isolate Canisters		each
6 Compartment Specimen Tube Sleeves		Pack of 25
Small Biohazard Specimen Bags (10x10) and Absorbent		Set of 100 Each
Large Biohazard Specimen Bags (12x15)		Pack of 50
Extra Large Biohazard Specimen Bags (20x24) (high volume submitters only)		Pack of 10
Green 15 - 30°C Labels		Sheet of 65
White 2 - 8°C Labels		Sheet of 65
Blue ≤ -20°C Labels		Sheet of 65
Purple ≤ -70°C Labels		Sheet of 65

SHIP SUPPLIES TO THE FOLLOWING ADDRESS

FACILITY NAME	
STREET	
ROOM/BUILDING	
CITY, STATE, ZIP	
CONTACT PERSON	
PHONE# (with area code)	

For Mycobacteriology (TB), FAX order to 225-219-5189 – ATTENTION: Mycobacteriology Lab

For STD/Transport supplies, FAX order to 225-219-4903 – ATTENTION: Molecular Lab

For Newborn Screening, FAX order to 225-219-5464 – ATTENTION: Newborn Screening Lab

“Thank you in advance for your participation and cooperation as we transition with STAT Courier to improve our client services processes.”

Moving forward, additional communications and adjustments may be necessary. We appreciate your patience and flexibility.

Courier Questions?

- *Refer to the STAT Courier Flyer for Customer Service contact information.*

Technical Questions?

- *Please contact the appropriate OPH Laboratory department(s).*