



January 18, 2018

Dear OSPHL Clients,

Thank you for your thoughtful and thorough feedback during the 2017 client survey. Many respondents expressed appreciation for the OSPHL's support of their work and responded positively to the services and support provided by the OSPHL. The survey also highlighted potential areas for improvement.

Coming soon: Fillable Test Request Forms!

The OSPHL will soon release revised General Microbiology (red) and Virology/Immunology Test Request (green) Forms. The forms will be available printed and electronically fillable PDF formats.

The printed forms will no longer have unique barcodes and barcode labels. Please begin planning to label specimens with two, unique patient identifiers that do not include a barcode label from the form. You may use a label from your electronic health record to meet this requirement. Unique barcodes are the least reliable form of patient identification to match the order with the specimen, and the forms are very expensive to print.

Once finalized, the electronically fillable PDF will be available on our website. When you print the form, you will be notified if required fields are not completed so you can correct errors before printing. This will save follow-up time for both the lab team and your staff. You can be assured that we likely have what we need if you do not receive this notification when printing.

OSPHL Courier Updates

Courier Handbook

The [OSPHL Courier Handbook](#) has been updated and is posted on our website! It includes new resources and clarifications. Please update any materials you may have printed for your facility.

Driver or Schedule Concerns

You are our eyes and ears to effectively manage the contract with our courier vendor, Senvoy. Some of your client survey responses expressed concerns about your drivers and schedules, but we could not follow up with you because contact information wasn't provided. Please always feel free to call the OSPHL if you have concerns about your courier service. Just ask to speak with Tina or Sarah about your concerns and we'll do our best to address them for you.

Courier Timeliness

Did you know that Senvoy is contractually required to get all specimens to the OSPHL within 24 hours of pick-up? Most specimens actually arrive less than 16 hours after they pick them up, but please call us if you're experiencing delays in delivery to the OSPHL.

Secure, Online Access to Lab Results

Need to verify the OSPHL received a specimen you submitted? Interested to know if results have been released and you didn't get them via fax? The OSPHL offers the opportunity for you to view results for specimens your facility submitted to our lab using our secure, online data system!

To gain access, simply complete the [OSPHL Orchard Set-Up Form \(doc\)](#) and return it to us. Our team will set up your access and e-mail database instructions to you.

OSPHL Test Menu and Turn-Around Times Reminders

Our team makes efforts to always ensure you have the most updated information for specimen submission. You can always find this information on our Lab Test Menu at www.healthoregon.org/labtests. Bookmark it in your browser and you'll always have access to the most updated specimen criteria and turn-around times!

Occasionally, specimens are sent to the Centers for Disease Control and Prevention (CDC). The OSPHL defers to the CDC turn-around times and processes and does not have control over when these results are received. We have processes to ensure you receive results from CDC shortly after we receive them.

OSPHL Address Change Reminder

During 2017, the City of Hillsboro changed the address of the OSPHL. The new address and old address may be used concurrently until May 31, 2018. There has been no change to our PO Box address.

Please update your records. Our new address is:
Oregon State Public Health Laboratory
7202 NE Evergreen Parkway, Suite 100
Hillsboro, OR 97124

If you have questions about any of this information or have another request of the lab, please feel free to contact me at sarah.m.humphrey@dhsosha.state.or.us or 503-693-4124.

Sincerely,

Sarah Humphrey, CHES
OSPHL Client Services Coordinator