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March 30, 2018

Dear OSPHL Clients,

The OSPHL has two updates that we would like to share with you. We're changing the way in which you place your on-call (as needed) courier requests, and we would like to introduce you to our interim Client Services Coordinator while Sarah Humphrey is on maternity leave. Please review the details below and share with your colleagues who may need this information.

Change to Placing Courier Pick-Up Orders

If your facility currently calls the OSPHL for courier pick-up requests, including urgent specimen transport, please call Senvoy, our contracted courier, to schedule these requests beginning April 1, 2018.

What is changing?

Please contact Senvoy at 503-234-7722 to request on-call courier service. If you have a concern about an order already placed, please contact Senvoy. If Senvoy staff require support from the OSPHL to place your order or respond to your concern, they will contact our team.

The OSPHL Courier Handbook, available at www.bitly.com/phl-courier is being updated to reflect this change. Please update any materials you have printed or posted at your facility.

What is not changing?

If you have a routine pick-up schedule, this change does not affect those pick-ups.

Senvoy are experts in providing transportation of your specimens. Senvoy is not responsible for informing you about required specimen collection, handling, or transport conditions. Please review our Lab Test Menu at www.healthoregon.org/labtests for complete guidance.

OSPHL Client Services Contact

Sarah Humphrey, OSPHL Client Services Coordinator, will be on maternity leave for the next few months. We are pleased to welcome Tina Serrano into this position while Sarah is on leave.

Tina comes to us from the Operations team at OSPHL, where she has been working to support client services, ensuring smooth operation of our courier system, assisting our LIMS Administrator and as a Lead Medical Laboratory Technician.

Please contact me with questions. I am available at christina.m.serrano@dhsosha.state.or.us or 503-693-4124.

Sincerely,

Tina Serrano, BS
Interim OSPHL Client Services Coordinator