



May 14, 2026

To OSPHL Clients,

Beginning June 1, 2026, the Oregon State Public Health Laboratory (OSPHL) will make substantive changes to the laboratory's contracted courier services and processes. Please share this information with your colleagues who need this information.

Vendor Change – Central and Eastern Oregon; Columbia River Gorge

OSPHL will transition its courier services to one vendor, DASH Delivery. DASH Delivery uses many of the same subcontractors as STAT Courier.

For facilities located in Central and Eastern Oregon, most drivers and pick-up routes will remain the same. OSPHL will contact any sites that will experience changes directly.

For facilities located in the Columbia River Gorge, the driver will change and pick-up timing may be different. OSPHL will reach out to individual facilities with detailed information.

No Change – Western and Southern Oregon; Portland Metropolitan area

Facilities in the Western, Southern, and Portland Metropolitan area will not experience any changes to the OSPHL contracted courier vendor.

As-Needed / On-Call Pick-Up Changes

Facilities should continue to request on-call pick-up services using the OSPHL online request form, available at <https://bit.ly/phl-courier>.

For routine on-call services, DASH Delivery dispatch staff will place the order. Pick-ups will continue to be scheduled the business day following the request. OSPHL will have less flexibility to honor same-day pick-up requests. For priority on-call services, OSPHL staff will place the order and coordinate the pick-up with facilities.

Individual emails will no longer be sent to verify the pick-up has been placed. Instead, facilities will receive an automated email notification from Smartsheet.

If you place on-call orders, please "safelist" the following email address in your email system to receive these automated notifications: automation@app.smartsheet.com.

Why these changes?

Due to the conclusion of supplemental federal funding on July 31, 2026, OSPHL was required to make several difficult decisions, including consolidating to a single courier service vendor and ending a temporary staffing contract. When making these decisions, OSPHL prioritized maintaining access to quality courier services throughout the state, in both rural and urban areas.

After careful evaluation, OSPHL believes that DASH Delivery will provide quality, statewide service. Changing to one vendor will also help reduce the workload on OSPHL's permanent staff as temporary staffing options end. OSPHL wants to express our sincere appreciation to STAT Courier for their excellent work and partnership, and we look forward to continuing our collaboration with DASH Delivery.

Thank you for your understanding and collaboration during this transition. Please do not hesitate to contact OSPHL with questions about these changes:

- OSPHL Courier Support Team: osp hl.courier@odhsoha.oregon.gov
- Stephen Wilcox, Courier Contract Administrator: stephen.wilcox@oha.oregon.gov

Sincerely,

Akiko Saito, MPH, MPA
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