



OSPHL COURIER SYSTEM HANDBOOK

Oregon State Public Health Laboratory
JUNE 2023

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INTRODUCTION

This guidance is to support clients' compliance with packaging and shipping regulations and ensure that laboratory specimens shipped using the OSPHL courier services are appropriately prepared and transported from your facility to the OSPHL. Included you will find information about preparation of specimens, requisitions, a transport manifest, and the transport container.

This guidance applies to specimens classified as Category B. For more information about Category A specimen transport, please see the Additional Transport Requirements section of this Handbook.

NOTE: For locations sending orders using an electronic interface or remote data entry, steps marked with an asterisk (*) may be different for you. Please refer to your location's internal procedures or OSPHL data entry instructions for additional information.

Beginning June 1, 2023, OSPHL will transition courier services to a new, regional courier services model. DASH Delivery will provide services in the western and southern areas of the state; STAT Courier will provide services in the central and eastern areas of the state. A regional map showing approximate service regions is provided as Attachment 1.

TRANSPORTING MOST SPECIMENS USING OSPHL COURIER SERVICES

PREPARATION OF SPECIMEN

1. Review the specimen collection, handling, transport, and test ordering guidance on the OSPHL Lab Test Menu:
www.healthoregon.org/labtests.
2. Collect and label your specimens. When possible, use opaque labels. Each specimen must be clearly labeled with **two** unique, patient-specific identifiers. Acceptable identifiers include:
 - a. Patient first and last name,
 - b. Patient ID/MRN/chart number, or
 - c. Date of birth
3. **Leave a window** so the expiration date and contents can be seen. When using specimen transport tube, plate, or other container, a sample window or fill line should remain uncovered. See Attachment 2 – Specimen Labeling.



Specimen Transport Tubes



Agar Plate

Complete the appropriate Test Request Form, filling in all required fields marked with an asterisk.

4. Test Request Forms are posted on the OSPHL website, including fillable printable PDF versions. Access the forms at: www.bitly.com/phl-forms.
5. Store specimens at the appropriate temperature for the specimen type until the specimen will be packaged and transported. Information about proper storage for each test is available on the OSPHL Lab Test Menu at: www.healthoregon.org/labtests.

PREPARE THE TRANSPORT MANIFEST

Including a manifest helps the laboratory staff ensure that they received all the specimens you intended to send. You may use your own format or OSPHL's template.

You can find OSPHL's manifest template at www.bitly.com/phl-forms. See Attachment 3 for an example manifest.

1. Create one manifest for each transport container for each day of shipping. If you need more than one manifest sheet for each transport container per day, number each page and staple together.
2. Write the shipping date.
3. Select your order method.
4. If your transport manifest does not include your Facility Name, write your facility name in this field. If your organization has multiple locations, specify your location.
5. Write the name and phone number of a contact person should the OSPHL have any questions about the shipment.
6. Place one patient label from your electronic health record or handwrite each patient identifier on the lines provided in the "Patient Specific Identifier" column.

PREPARE SPECIMENS FOR SHIPPING

1. Place the primary leak-proof specimen container(s) associated with a single Test Request Form* in the provided leak-proof specimen transport bag. Include the absorbent material provided.
 - a. Note: A culture plate is not a sealed, primary container. You will need to use an additional layer of leak proof material (e.g., an additional sealed bag) as the primary container.
2. Fold the Test Request Form for the specimen(s) in half and place it in the *outer* pocket of the specimen transport bag with the submitting facility name facing out.

VIROLOGY/IMMUNOLOGY REQUEST
Oregon State Public Health Laboratory (OSPHL)
7202 NE Evergreen Pkwy, Suite 100, Hillsboro, OR 97124
Information: 503-693-4100

PATIENT INFORMATION

*Patient last name, first, middle initial
Last Name, First Name, MI

Date of birth (mm/dd/yyyy): 01/01/2001 *Sex/gender: Female F to M Male M to F Unknown
Patient ID/Chart number: 12345

Race: American Indian or Alaska Native Asian Black or African American White Hispanic or Latino Not Hispanic or Latino Native Hawaiian or Other Pacific Islander Unknown Declined
 Multi-race Other Unknown Declined Declined

Ethnicity: Hispanic or Latino Not Hispanic or Latino Unknown Declined

*Submitting facility:
Example Facility
Department / Section if applicable
123 Test Ave
City, OR 97201

*Ordering clinician: Last Name, First Name, credentials

Contact number: 503-234-5678

Copy results to: County of Residence State Public Health Other Public Health

PATIENT INSURANCE INFORMATION None Confidential Policy no.: ABC123 Group ID: 0123

Insurance/Health plan name: Example Insurance

Diagnosis/ICD-10 code for test: 0.00 Public Health Program eligible patient (for participating locations only):
 STD Program RH Program Other

SPECIMEN INFORMATION

PREPARATION OF CATEGORY B TRANSPORT CONTAINER



Single insulated cooler



Double insulated cooler

There are two different styles of transport coolers. The pre-printed labels on the red exterior of the box help your organization comply with sending specimens classified as Category B only to the OSPHL.

- Smaller, single insulated coolers can be used for one temperature range.
- Each side of the large, double insulated coolers can be used for different temperature ranges. The large box allows you to transport specimens with different transport temperatures within one box
 - o For example: blood tubes which require 2-8°C (35.6-46.4° F) in one insulated area and QuantiFERON® TB Gold Plus (QFT) tubes that require room temperature 17-27°C (63-81°F) in the other insulated area.

Check the handling instructions for each specimen, especially the required transport temperature and how quickly the specimen needs to be received by the laboratory. Instructions are available on the OSPHL Lab Test Menu at www.healthoregon.org/labtests. Include the necessary supplies to ensure your specimens ship at the proper temperature (e.g., ice packs) until delivery at the OSPHL.

For room or ambient temperature specimens:

Place the room temperature specimens in the inner compartment. No special packaging is required.

For refrigerated specimens:

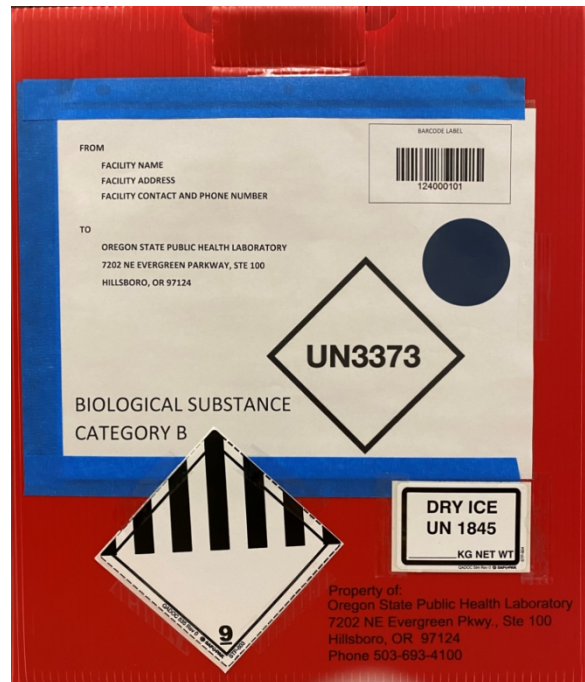
1. Add 2-3 fully frozen large gel packs (minimum size 5x6 inches) to the inner compartment. During summer months when outdoor temperatures are warmer, additional gel packs may be necessary.

Small ice packs, such as Koolit® Liquid Refrigerant PCM, remain frozen for a short time, and their use is not recommended.

2. Place 4-6 paper towels on top of the gel packs.
3. Place the refrigerated specimens on top of the paper towels.

For frozen specimens:

1. Place the completely frozen specimens in the inner compartment. Cover specimens with cushioning material.
2. Add enough dry ice for your transport time (10-15 lbs or 4.6-6.8 kg per 24 hours is normally sufficient).
3. Label the front of the container as shown to the right. Write in the amount of included dry ice in kg on the UN 1845 label. Please contact the OSPHL if you need labels.



PACKAGE THE SPECIMENS FOR CATEGORY B TRANSPORT

1. When all the specimens have been prepared as detailed above, place the lid on the insulated inner container.
2. Place the transport manifest on top of the insulated inner container lid. Close the cardboard flaps on top of the transport manifest.
3. Close the red external transport container. The Velcro will keep it closed during transport.

8

To schedule a pick-up visit: <https://bit.ly/or-courier>
Questions? Email osphl.courier@odhsoha.oregon.gov
or call us at 503-693-4100

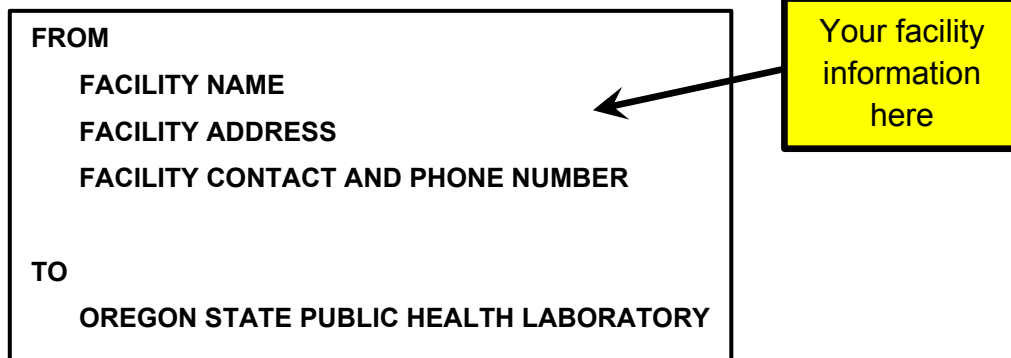
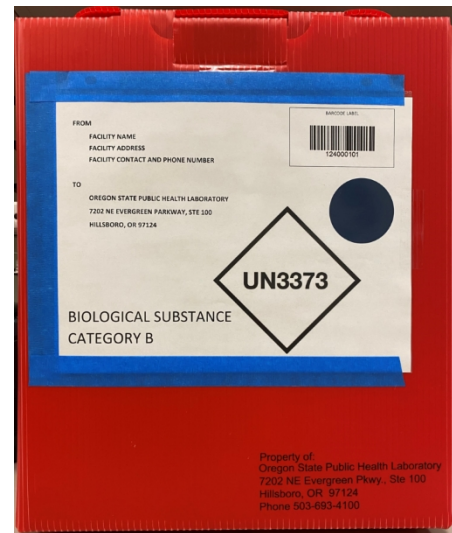
June 2023

- 4. The large laminated address card inside the vinyl pocket has two sides. The blue side states “EMPTY COOLER”. To send specimens to the OSPHL, flip the card over to the white side with Category B labeling (see right).

Attachments 4 and 5 provide examples of both sides of the address card insert.

- 5. When a designated red cooler isn't available, your driver will bring a generic cooler to pick up. The cooler will have yellow painters' tape around the vinyl address card holder and no facility information on the address card. Please tape a business card or note to the “From” area on the laminated address card or over that area on the vinyl holder to include your:

- a. Facility name
- b. Address
- c. Contact person's name and phone number.



- a. Should a generic cooler not be available, the OSPHL will guide your staff through purchasing or creating a Department of Transportation (DOT)-compliant Category B container.

ADDITIONAL TRANSPORT REQUIREMENTS

CATEGORY A SPECIMENS

Please notify the OSPHL before shipping when submitting suspected or known Category A specimens.

To ship specimens classified as Category A with the OSPHL courier, you **must** have current Division 6.2 infectious substance shipping training in accordance with DOT and IATA regulations and requirements. A list of organisms indicative of Category A substances are found on table 3.6.D: <https://www.iata.org/contentassets/b08040a138dc4442a4f066e6fb99fe2a/dgr-64-en-3.6.2.pdf>. This list is subject to change.

Use an appropriately labeled and UN certified Category A shipping container and include all proper documentation. Your site's normal red transport boxes marked for Category B (UN 3733) shipping **cannot** be used to transport known or suspected Category A specimens.

Examples of appropriate package labeling for specimens classified as Category A can be found on the OSPHL website: www.bitly.com/phl-shipping. Please contact the OSPHL for more information at 503-693-4100.

Category A specimens in white shipping containers will be barcoded by your driver at pick up.

KNOWN AND SUSPECTED SELECT AGENTS

After notifying the state epidemiologist on call at 971-673-1111, please notify OSPHL at 503-693-4100 during business hours, 8:00 am to 5:00 pm to schedule transport when submitting suspected or known Select Agents.

The OSPHL cannot accept some known select agents. The list of select agents can be found here:

<http://www.selectagents.gov/SelectAgentsandToxinsList.html>

If you require after hours assistance, coordinate your request through the ACDP On Call Epidemiologist at 971-673-1111. If needed, they will connect you with the OSPHL Manager On Call.

QFT SPECIMENS

Please notify the OSPHL before shipping if you have a scheduled pickup.

This ensures we open your box first. If you need an additional pickup to comply with the required time frame for transport, place an online Smartsheet OSPHL Courier Order Request and select QuantiFERON (QFT). Selecting this option notifies the OSPHL to coordinate with the courier and provide service that maintains a 16-hour transit window.

LABORATORY CLOSURES

OSPHL is closed on the State of Oregon holidays schedule posted on the DAS Building Closure Notices webpage:

<https://www.oregon.gov/das/pages/buildingclosure.aspx>.

Each submitting facility will be contacted via fax and/or email prior to planned OSPHL closures. Some specimens may not be accepted the day before a holiday closure. Specimen acceptance considerations will be included on closure notices.

Routine pickups on days that the OSPHL is closed will be cancelled and not automatically rescheduled. If you need an additional pickup, place an online Smartsheet OSPHL Courier Order Request.

CLIENT CANCELLATIONS AND CLOSURES

When your facility will be closed on a routine courier service day, notify the lab to cancel pick up via the OSPHL courier email inbox below.

For urgent closures (e.g., during inclement weather), contact your vendor directly via phone or email. Include your facility name and address, and that you are cancelling for your OSPHL pick up.

DASH Delivery: 541-665-3274, opt 1 / dispatch@dashdelivery.net

STAT Courier: 636-561-2518; 888-592-7828 / dispatch@stat-courier.com

SCHEDULING ON-CALL/AS-NEEDED PICK-UPS

To place on-call order requests, please use our online form, available at: <https://bit.ly/or-courier>.

The form allows the OSPHL to place orders online which will reduce communications delays and transcription errors by ensuring we have everything we need to meet your needs.

We will respond to your request within 1 working day, and you will receive an email with order information. Most services will be scheduled for pick up the business day following the request.

Depending on the type of test request, some requests will automatically notify us for urgent action.

FREQUENTLY ASKED QUESTIONS

Q: How do I collect, store, or transport a specimen for testing?

A: Check our website at <http://www.healthoregon.org/labtests>. If you are still unsure, please contact us at 503-693-4100.

Q: I have specimens that need to be picked up. How do I arrange this?

A: Please place an order through the online Smartsheet OSPHL Courier Order Request form <https://bit.ly/or-courier>. *For known and suspected select agents, please review Additional Transport Requirements section of this guidance.*

Q: Can I use the same Virology Test Request Form to order multiple tests for the same patient?

A: If there is sufficient blood in a single specimen tube for all tests to be conducted, multiple blood tests can be ordered on one virology requisition. Only one type of Chlamydia/gonorrhea specimen source can be ordered per request form. Please use a different request form for each Chlamydia/gonorrhea specimen source.

Q: Our courier hasn't come yet and we are closing soon.

A: Please contact our team at OSPHL.courier@odhsoha.oregon.gov. We will coordinate with the courier and provide an estimated time that the driver will arrive.

Q: How can I change the days of our regular pickups?

A: Please contact our team at OSPHL.courier@odhsoha.oregon.gov and we can work with your site to find a better schedule.

Q: I don't have any transport boxes at my site and I have specimens to send.

A: Do not send specimens without a transport box.

If you have a routinely scheduled pick-up upcoming, please email OSPHL at osphl.courier@odhsoha.oregon.gov to request a delivery of empty transport containers.

If you need to place an on-call/as-needed pick-up, please place an online Smartsheet OSPHL Courier Order Request and indicate you do not have a cooler when asked.

Q: How can I send specimens that require different temperature ranges?

A: You can send two insulated boxes with the courier. If you only have one box and need another:

- For a routinely scheduled pick-up, please contact our team at OSPHE.courier@odhsoha.oregon.gov.
- For an on-call/as-needed pick-up, indicate your request on the Smartsheet OSPHL Courier Order Request.

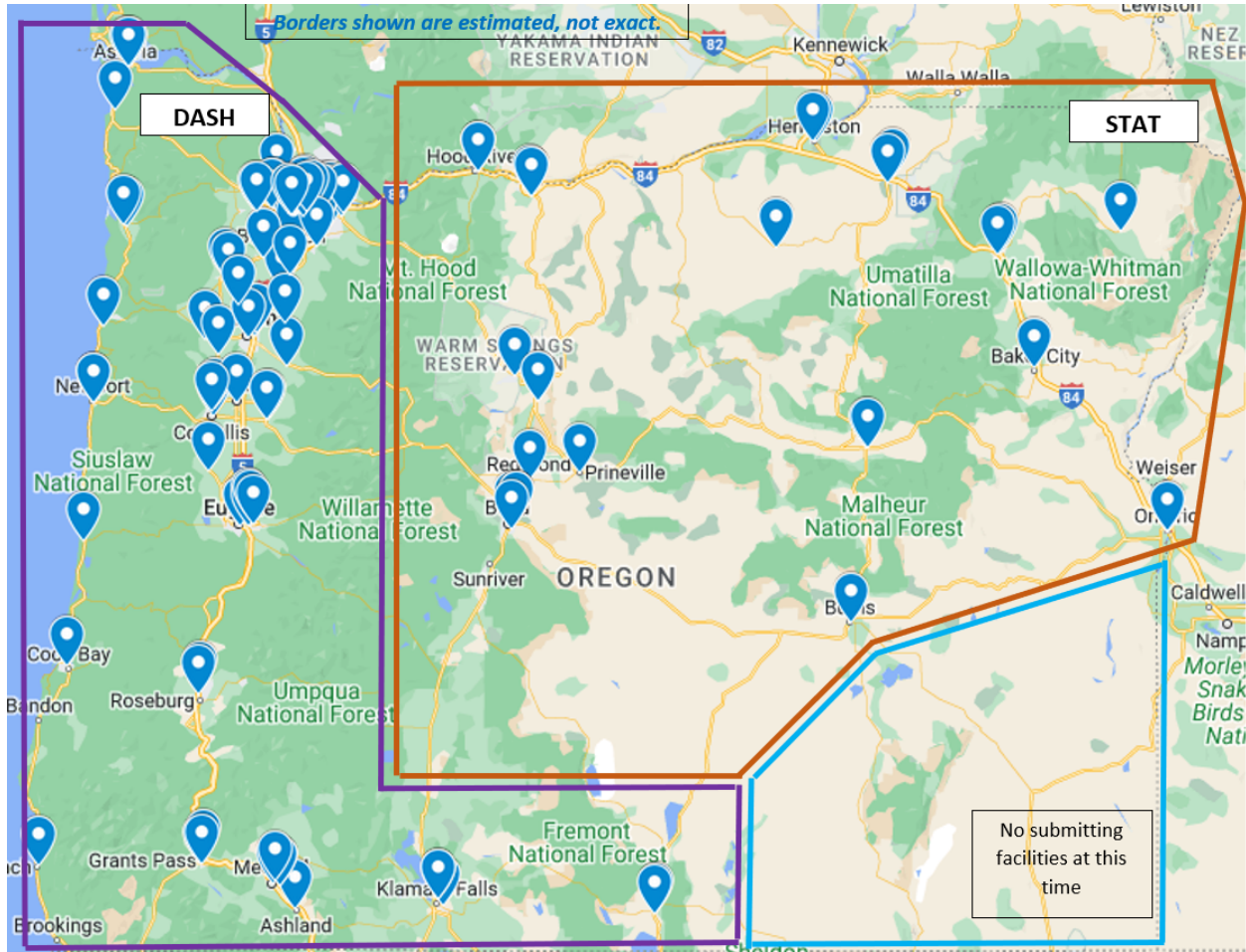
We will coordinate with the courier on your behalf. If your site often sends specimens that require different temperatures, we can set your site up with a large transport box that contains two insulated coolers. Each side can be used for a different temperature range.

Q: How do I get trained to properly package and ship specimens?

A: Free, online training is available from the CDC at www.cdc.gov/labtraining. In addition, the OSPHL provides ongoing, regional, in-person training courses. To inquire, please contact the OSPHL LRN Coordinator at 503-693-4123.

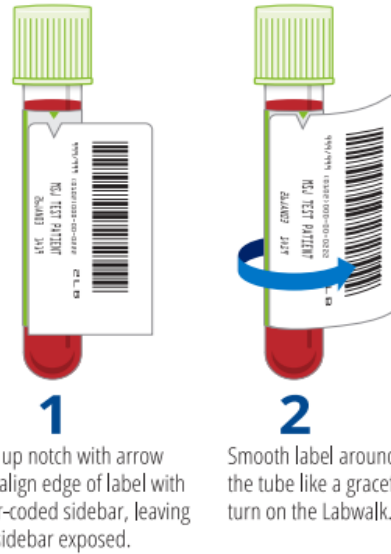
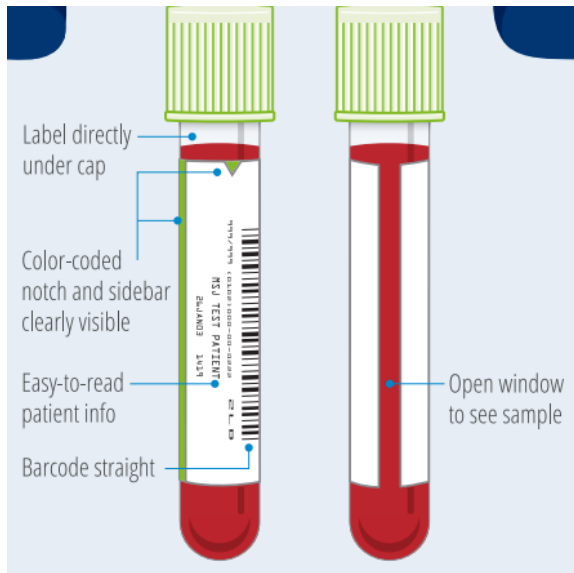
ATTACHMENT 1 – REGIONAL MAP

One Vendor for each region – West/South and East/Central



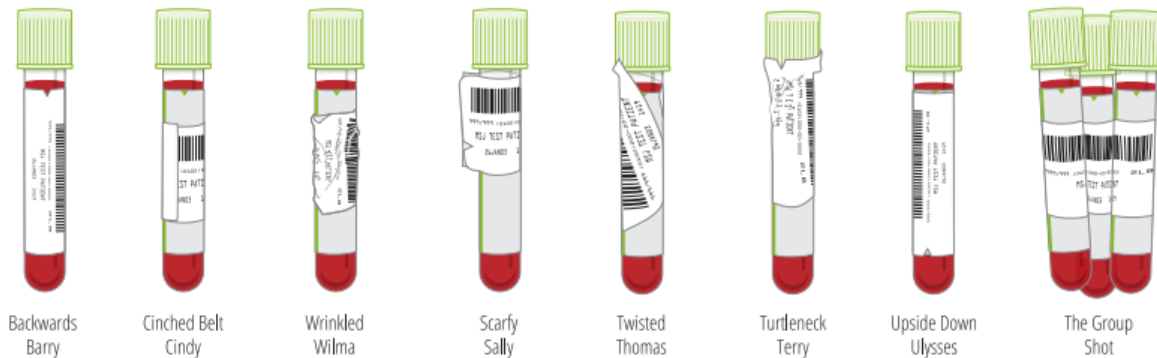
ATTACHMENT 2 – SPECIMEN LABELING

Examples of properly labeled specimen tubes:




Each collection tube must have at least 2 patient-specific identifiers that match the information on the Test Request Form. Examples are: Full patient name, Date of Birth, Medical Record Number, or Employee ID.


The following labels are on the tubes incorrectly.



ATTACHMENT 3 – TRANSPORT MANIFEST



Oregon State Public Health Laboratory Specimen Transport Manifest



Select order method. → Select order method: _____

Shipping date → Date: **06-01-2023**

Facility name and location if applicable. → Facility name: **Your facility, and location if applicable**

Contact name and phone number → Contact person: **Your name**

Phone number: **503-234-5678**

OSPHL ONLY

Number of ice packs and/or cooler condition

Frozen/cold: _____


Melted/ambient: _____

No ice pack: enter test type/s and number of each below

OSPHL ONLY

Courier company name

Facility Barcode Number or affix Courier Barcode


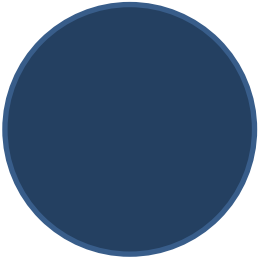

Patient Specific Identifier	Patient Specific Identifier	Patient Specific Identifier	Patient Specific Identifier
Last Name, First Name, MI. DOB: 01-01-1991 MRN: 12345	Last Name, First Name, MI.		
 Last Name, First Name, MI. DOB: 01-01-1991 MRN: 12345 DOC: 06-01-20123 Provider: Full Name, credentials	MRN 12345		

Enter page number → Page: **1** of **2**

Comments: _____

OSPHL 1057 (rev. 05/23)



ATTACHMENT 4 – EXAMPLE ADDRESS CARD: COOLER CONTAINING SPECIMENS

FROM	
FACILITY NAME	
FACILITY ADDRESS	
FACILITY CONTACT AND PHONE NUMBER	
	 124000101
TO	
OREGON STATE PUBLIC HEALTH LABORATORY	
7202 NE EVERGREEN PARKWAY, STE 100	
HILLSBORO, OR 97124	
	
BIOLOGICAL SUBSTANCE	
CATEGORY B	

ATTACHMENT 5 – EXAMPLE ADDRESS CARD: EMPTY COOLER

FROM
OREGON STATE PUBLIC HEALTH
LABORATORY
7202 NE EVERGREEN PARKWAY, STE 100
HILLSBORO, OR 97124

TO
FACILITY NAME
FACILITY ADDRESS
FACILITY CONTACT AND PHONE NUMBER



EMPTY COOLER