

Job Aid for Medspeed Courier Service

Specimen handling

- Place specimens (spun, separated, frozen if needed) in biohazard bag and mark temperature requirements on the bag or place a sticker indicating temperature. The default is refrigerated so please note if it is specifically room temp like Quantiferon Gold or Cryoglobulins.
- Place a Medspeed tracking label on bag and put the other sticker on a log. Multiple patient samples can be combined in the same bag but it does eliminate the tracking of individual patient samples. Do not mix refrigerated, frozen, and room temp specimens in the same bag.

Lockbox

- Location of box and key: _____
- How to pack specimens
 - Refrigerated – does not need a cold pack
 - Frozen – specimen must be frozen before putting into box. Put frozen specimen in a blue freezer brick or frozen container box and place in box. If it is not frozen by the pickup time, the courier can place on dry ice but do not leave an unfrozen sample in the lockbox.
 - Room temp – does not need special handling
- Where to leave lock box when filled for pickup: _____
- Check lockbox when returning next business day for specimens or notes from Medspeed (notes like Frozen sample not frozen, No samples in lockbox, etc.). **(See attached image)**

ATTENTION

We were here to provide service:

Date: _____ Time: _____

Site Name: _____

Notice: Office Closed Lockbox Not Out Lockbox Empty
 Unable to Deliver Item

To place an on-demand order,
please call 866.825.9210 or
visit the My MedSpeed portal.

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Pick up times

- Each site has scheduled pick up times, please be aware and assure samples are in the lockbox before the scheduled time. If the courier arrives before samples are placed in the box, a note **(See attached image)** will be left indicating they were there, but no samples were present along with the date and time. The note includes a phone number to call to arrange a return pickup.
- Delays in pickups are communicated to sites.
- Changes to office hours and closures, especially during bad weather, should be communicated to Medspeed and/or the hospital Lab so routes can be adjusted appropriately.

STAT or priority pickups

- STAT ST (within 2.5 hours) and Super STAT SS (within 1.5 hours) is available but should only be used when medically necessary. Same day SD can be used if an additional pickup is needed within a 4 hour window. Will Call WC can also be used when the timing is not urgent and Medspeed will pickup within the most efficient route.