

## After-hours Specimen Lock-box Instructions

Following are instructions when leaving specimens in the OSF System Laboratory specimen lock-box. There are 2 different sets of instructions, depending on climatic conditions. It is important to note that the lock-box needs to be left in an area that is accessible to our couriers. If the lockbox is left inside an office building, please ensure that the courier will have entry access to the building. After-hours courier pick-up times can vary due to various reasons, such as weather, traffic, vehicle malfunction, etc., so it is important that the courier has after-hours access and that the specimens are properly preserved.

Our couriers will check your box for specimens when they arrive. If the box does not have any specimens in it, they will leave a slip (I Was Here, date and time) in the box, that lets you know they were already there. If you need them to return, call 655-2336 and notify the customer support department. They will contact the courier and in most cases, can have them return to pick-up your specimens. Please do not leave your samples in the lock-box if you find an “I Was Here” slip in the box, unless you have confirmation that the courier will return to retrieve them.

### **WARM WEATHER**



Refrigerated samples need to be kept cool. This is easily accomplished by placing an ice pack inside the lockbox. We recommend wrapping the ice pack in a small towel. This keeps the specimens from having direct contact with the ice pack and inadvertently freezing them. If your office needs some reusable ice packs, we can furnish you with a few. Please request reusable ice packs by writing them in the “Other” area on the Supply Order Form.

### **COLD WEATHER (Cold Route)**



During winter months, when the daily high temperature is forecasted to be 25 degrees or less, courier staff will employ cold route procedures. **DO NOT USE THE LOCKBOX.** The courier will make every effort to retrieve your specimens during office hours. This is to ensure that the specimens are not subjected to sub-freezing temperatures. Please realize that the courier can not be at every office right at closing, but he will make every effort to accommodate your needs. If you have a specimen after the courier has been there, please call 655-2336 and notify customer support. We will attempt to redeploy the courier to your office. Someone will need to remain at the office until the courier arrives or, if you wish, an office representative can drop the specimen off at the lab on Berkley Avenue.

We value your business and our staff will make every effort to fulfill your service request in a timely manner.