



After Hours Specimen Lock Box Instructions

The following information refers to how patient specimens should be properly stored in OSF System Laboratory lock boxes dependent upon specific climate conditions. It is important to note that the lock box needs to be in an accessible area so that the couriers can easily access it. If the lock box is inside of an office building, please ensure that the couriers have entry access to the building. After-hours courier pick up times can vary due to situations beyond the control of OSF HealthCare; such as the weather, traffic flow, vehicular malfunctions, etc. It is very important that the specimens are properly preserved and stored within the lock boxes and that the couriers have appropriate access to the facility.

The OSF couriers will check the lock box for specimens upon arrival at the facility. If there are not any specimens present within the lock box, they will leave a carbon-copy slip stating the time and date that they were there for pick up. If for some reason you would need the courier to return, call 309-655-2336 and notify the OSF System Laboratory Customer Support department. They will contact the courier, and in most cases, re-route them to your facility for another specimen pick up. Please do **NOT** leave patient specimens in the lock box if there is already a courier slip in the box unless you have spoken with Customer Support and have confirmation that the courier will return to retrieve the patient specimens.

WARM WEATHER

Refrigerated specimens need to be kept cool; this is easily accomplished by placing an ice pack inside the lock box. For specimen integrity, 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 is in need of reusable ice packs, OSF can supply you with several. To order the reusable ice packs, please write them in the "Other" section on the Client Supply Order Form.

COLD WEATHER (Cold Route)

During the winter months, and when the daily high temperature is forecast as 25°F or less, courier staff will employ the "Cold Route" procedure. Please do **NOT** use your OSF lock box for patient specimens. The courier will make every effort to retrieve your office's patient specimens during office hours. By refraining from using your lock boxes, this ensures that the patient specimens are not subject to sub-freezing temperatures.

Please realize that the courier cannot be at every office right at closing, but they will make every effort to accommodate your office's needs. If you have a specimen pick up after the courier pick up has been made, please call the OSF System Laboratory Customer Support Line (309-655-2336) and they will attempt to re-route the courier to your facility. A staff member will need to remain at the facility until the courier arrives or, if you prefer, a staff member can drop off the patient specimen at the OSF System Laboratory on Berkeley Avenue. OSF HealthCare values your business and our staff will make every effort to fulfill your service requests in a timely manner.

STAT COURIER PICK UPS

Monday – Friday from 08:00am to 16:00pm

- Any STAT calls after 16:00pm are limited to the next available courier.
- **NO** STAT weekend coverage
- 24 Hour advance notice for any STAT pick up more than 30 minutes away from Peoria

*****For any other questions or concerns about OSF Courier Services, please contact Amanda Green at 309-624-9102.***