



After Hours Specimen Lock Box Instructions

The following information refers to how patient specimens should be properly stored in OSF System Laboratory loc boxes dependent upon specific climate conditions. It is important to note that the lock box must be in an accessible location that allows for easy courier access. 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 any specimens present within the lock box, they will leave a carbon-copy slip stating the date and time 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 Courier Services department. They will work with the courier and in most cases, re-route them to your facility for another 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 Courier Services and been instructed to leave them in the box.

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 to avoid direct contact with any specimens and eliminating the chance of accidentally 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° 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 box, patient samples will be safe from accidental freezing.

Please realize that the courier cannot be at every office right at closing, but they will make every effort to accommodate your office needs. If you have a specimen after the courier pick up has been made, please call the OSF System Laboratory at 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 in Peoria. 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 7:00 am- 3:00 pm (no weekends or Holidays)

- Any STAT calls after 3:00 are limited to the next available courier
- **NO** STAT coverage on weekends or Holidays
- 24 hr advance notice for any STAT pick up more than 30 minutes away from Peoria