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Use of the SmartShip WebApp

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Use of the SmartShip WebApp

Purpose This procedure provides instructions for utilization of the SmartShip WebApp in generating SmartShip Labels and tracking of different types of specimen transportation packages between Kaiser Permanente Southern California Medical Center Service Areas and SCPMG Regional Reference Laboratories (RRL).

Adherence to this procedure ensures that appropriate specimen transports are monitored and maintaining specimen integrity.

Scope This procedure is intended for SCPMG Laboratory Care Delivery System staff who oversee or are responsible for processing, packing, transporting, and receiving specimens between Kaiser Permanente Southern California Medical Centers, Medical Office Buildings, and Regional Reference Laboratories.

- Policy**
- SmartShip location placard must be visibly displayed in pickup/delivery area of each lab.
 - Every tote being shipped requires a new SmartShip Label, which contains a unique tracking ID. Duplicates/copies shall **NOT** be used.
 - SmartShip Labels must be created when tote/package is ready for pick-up (**DO NOT** print labels in advance).
 - SmartShip Label must be inserted into tote window with address of receiving laboratory and barcode visible.
 - Laboratory staff are to provide NUID and signature acknowledging number of totes to be picked up and delivered.
 - If courier has both a pickup and delivery at the same time, Laboratory staff will be required to sign twice, once for each transaction.
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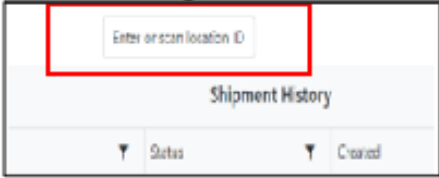
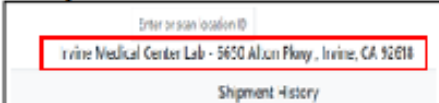
Use of the SmartShip WebApp, Continued

Before you begin

- The SmartShip WebApp continuously updates the status of shipments and is managed by the SCAL Regional Laboratory Couriers (Integrated Transportation Services (ITS) department) for the Laboratory Care Delivery System
 - Additional information for this department and services provided (schedules, contact information) are found on LabNet.
- Contracted courier services (contracted by ITS or directly by a local laboratory) cannot scan SmartShip Labels
 - For contract courier services, Laboratory staff will scan for shipments as delivered

Procedure- Create Shipment

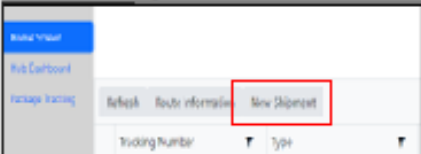
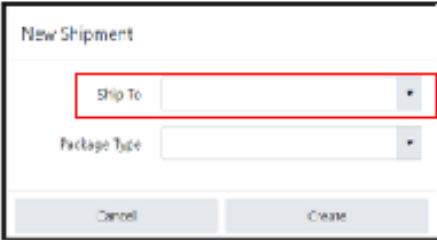
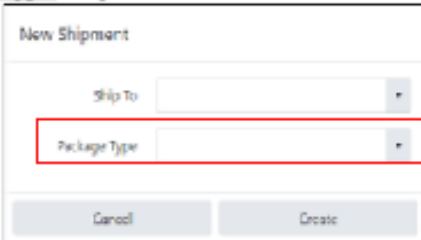
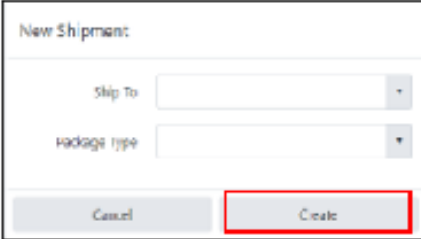
Follow the steps below to create a shipment tracking label using the SmartShip WebApp. Steps also describe how to cancel shipments and reprint shipment tracking label.

Step	Action
1	Go to SmartShip Website or Access via LabNet https://kaiser.pactrac.net/KPCourier/Identity/Account/Login
2	Enter your NUID and Password, click Log In button <ul style="list-style-type: none">• If you forgot your password, click Forgot your password
3	Click in box labeled (Enter or scan location ID) and scan location ID using laminated sheet or manually enter location ID  <p>Lab name and address will be displayed, along with shipment history for the location</p> 

Continued on next page

Use of the SmartShip WebApp, Continued

**Procedure-
 Create
 Shipment,
 continued**

Step	Action
4	Click new shipment button 
5	Select the destination from the <u>Ship To</u> drop down list: 
6	Select the appropriate package (tote) type from the <u>Package Type</u> drop down list 
7	Click the <u>Create</u> button to continue or Cancel if you need to correct entries for shipment 

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Use of the SmartShip WebApp, Continued


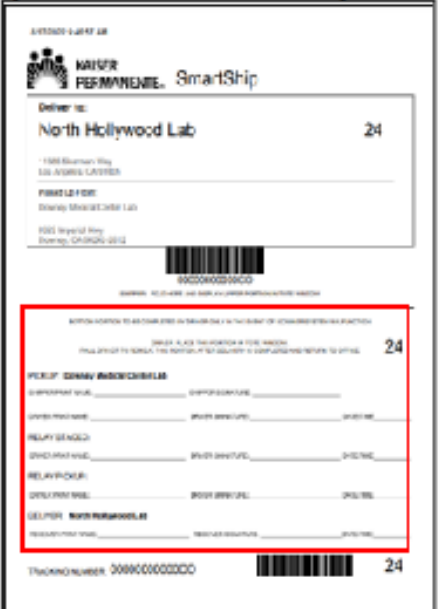
Procedure- Create Shipment, continued

Step	Action
8	<p>The SmartShip Label will open in a separate window.</p> <p><i>For Specialty Regional Laboratory Locations, please see Appendix for examples of proper label creation (i.e Genetics, BT/Flow Cytometry, and Cytology)</i></p> <div data-bbox="630 724 1068 1339" style="border: 1px solid black; padding: 5px;"><p>STANDARD AIR</p><p>KAISER PERMANENTE. SmartShip</p><p>Deliver to: North Hollywood Lab 24</p><p>1100 Sherman Way Los Angeles, CA 90016</p><p>Picked Up From: Serrano Medical Center Lab</p><p>2500 Imperial Way Downey, CA 90241</p><p>000000000000</p><p>ATTENTION TO ALL: COMPLIANCE WITH THE PART 16 REQUIREMENTS FACTOR</p><p>SHIP DATE: 12/28/2016 10:00 AM SHIP TIME TO DESTINATION: 12/28/2016 10:00 AM</p><p>24</p><p>POC/F: Serrano Medical Center Lab</p><p>SUBMITTER NAME: _____ ADDRESS: _____ PHONE NUMBER: _____ FAX: _____ CITY: _____ STATE: _____ ZIP: _____</p><p>DELIVER TO: North Hollywood Lab</p><p>DELIVER TO NAME: _____ ADDRESS: _____ PHONE: _____</p><p>000000000000 000000000000 24</p></div> <p>Print SmartShip Label with the unique tracking number assigned for shipment (tote)</p> <p><i>*DO NOT pre-print labels. ONLY print a delivery label when shipment is ready for pick-up</i></p> <p><i>*Pre-printing labels will alert courier to pick up every single delivery label generated even if no shipment is prepared</i></p>

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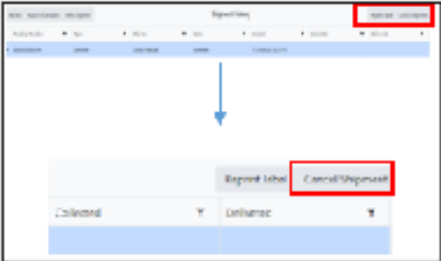
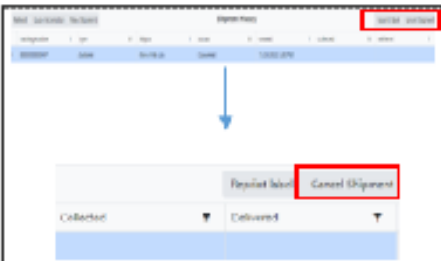
Use of the SmartShip WebApp, Continued

Procedure-
 Create
 Shipment,
 continued

Step	Action
9	<p>Fold label and place the top half of the label, face up in the tote/package label window. The barcode and delivery information must be visible for the courier to scan.</p> <p><i>Fold in Half (see below: This section to be visible on shipment)</i></p> 
10	<p>Bottom half of Smartship label will ONLY be completed in the event of a system failure- <i>*Refer to Contingency Plan for System Failure section below for more details</i></p> 

Use of the SmartShip WebApp, Continued

**Procedure-
 Create
 Shipment,
 continued**


Step	Action
	<p>* Follow the steps below to cancel a shipment or reprint a SmartShip Label using the SmartShip WebApp</p>
<p>11</p>	<p>Click the row for the shipment (it will be highlight in blue to indicate selection), then click <i>Cancel Shipment</i> or <i>Reprint Label</i></p> 
<p>12</p>	<p>The Cancel Shipment button will change the status to Cancelled. The courier will not be able to pick up a package in cancelled status.</p>  <p><i>*Please Note: Both Cancel and Reprint functions are only available when the Status is "Created". The buttons will be greyed-out/non-functional in any other status</i></p>
<p>13</p>	<p>The Reprint label button can be used to reprint a SmartShip Label in the event it is damaged/torn before picked up by the courier.</p>  <p><i>This function should not be used to print duplicate shipping labels; each package/tote requires a unique tracking number.</i></p>

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Use of the SmartShip WebApp, Continued

Procedure- Pickup and Delivery

Follow the steps below to document the pickup and/or delivery of shipments by the courier

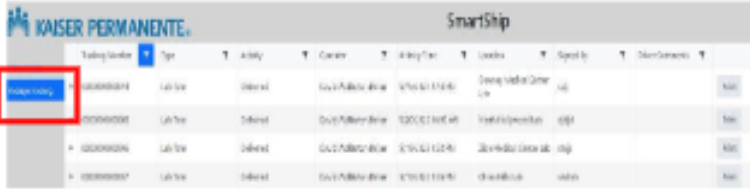
Step	Action
1	<p>Upon arrival to the lab, the courier will scan the location laminated barcode placard</p> <ul style="list-style-type: none"> Please ensure placard is accessible for courier in designated pick-up/drop-off areas
2	<p>The courier will then scan the barcode on the SmartShip Label on the totes/packages being collected and/or delivered.</p> <ul style="list-style-type: none"> If there are packages to be collected and delivered at the same time, the courier will perform 2 separate transactions on their phone, once for the collection and once for the delivery. <p>Laboratory staff will be required to sign twice, once for each transaction (collection and/or delivery)</p>
3	<p>Courier will ask the laboratory staff for their NUID, then present the phone for a signature (use finger or stylus to sign).</p> 
4	<p>In the event that the location is closed (laboratory staff not present) courier will not be required to obtain a signature from laboratory staff.</p> <ul style="list-style-type: none"> Laboratory should follow local processes to determine/verify that staged totes have been picked up by courier.

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Use of the SmartShip WebApp, Continued

Procedure- Tracking and Shipment History

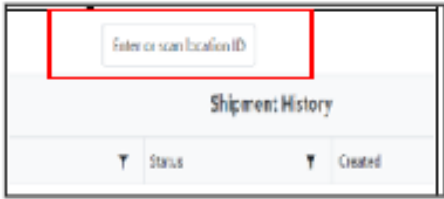
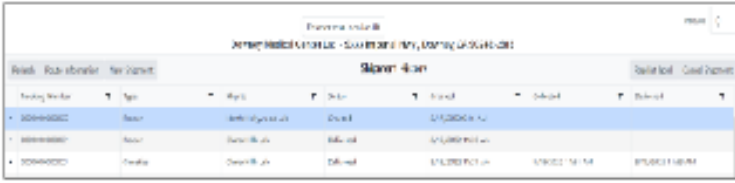
Follow the steps below to view the package tracking status and view shipment history in the SmartShip Web App

Step	Action																																													
1	<p>Use the Package Tracking function to:</p> <ul style="list-style-type: none"> • View packages shipped from any location by tracking number • Print a Proof of Delivery document <p>Click Package Tracking on the left side menu <i>See definitions for Activity and Status in Table Below</i></p>  <table border="1" data-bbox="641 863 1386 1050"> <thead> <tr> <th>Tracking Number</th> <th>Type</th> <th>Activity</th> <th>Status</th> <th>Carrier</th> <th>Activity Date</th> <th>Location</th> <th>Ship To</th> <th>Shipments</th> </tr> </thead> <tbody> <tr> <td>0000000001</td> <td>Lab Test</td> <td>Delivered</td> <td>Delivered</td> <td>USPS</td> <td>1/15/2020</td> <td>Long Beach Center</td> <td>Lab</td> <td>1</td> </tr> <tr> <td>0000000002</td> <td>Lab Test</td> <td>Delivered</td> <td>Delivered</td> <td>USPS</td> <td>1/15/2020</td> <td>Long Beach Center</td> <td>Lab</td> <td>1</td> </tr> <tr> <td>0000000003</td> <td>Lab Test</td> <td>Delivered</td> <td>Delivered</td> <td>USPS</td> <td>1/15/2020</td> <td>Long Beach Center</td> <td>Lab</td> <td>1</td> </tr> <tr> <td>0000000004</td> <td>Lab Test</td> <td>Delivered</td> <td>Delivered</td> <td>USPS</td> <td>1/15/2020</td> <td>Long Beach Center</td> <td>Lab</td> <td>1</td> </tr> </tbody> </table>	Tracking Number	Type	Activity	Status	Carrier	Activity Date	Location	Ship To	Shipments	0000000001	Lab Test	Delivered	Delivered	USPS	1/15/2020	Long Beach Center	Lab	1	0000000002	Lab Test	Delivered	Delivered	USPS	1/15/2020	Long Beach Center	Lab	1	0000000003	Lab Test	Delivered	Delivered	USPS	1/15/2020	Long Beach Center	Lab	1	0000000004	Lab Test	Delivered	Delivered	USPS	1/15/2020	Long Beach Center	Lab	1
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Use of the SmartShip WebApp, Continued


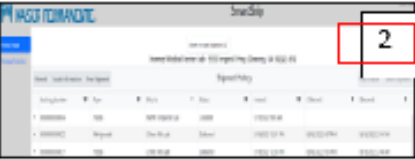
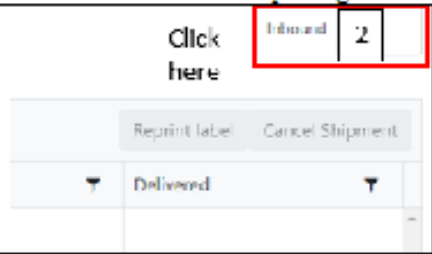
**Procedure-
 Tracking and
 Shipment
 History,
 continued**

Step	Action
2	<p>Use Shipment History to view status by location code:</p> <p>Click in box labeled (<i>Enter or scan location ID</i>) and scan location ID using laminated sheet or manually enter location ID</p>  <ul style="list-style-type: none"> • Each location's shipment history will be displayed on the Home Screen for 30 days, sorted by Created date from newest to oldest. • Shipments older than 30 days can be viewed on the Package Tracking screen (<i>See Step 1</i>) 
3	<p>Status for shipments in progress will update until delivery is complete.</p> <ul style="list-style-type: none"> • System will refresh every 30 seconds

Continued on next page

Use of the SmartShip WebApp, Continued

**Procedure-
 Tracking and
 Shipment
 History,
 continued**

Step	Action
4	<p>To view additional detail, click the triangle to the left of the tracking number to expand the row</p> 
5	<p>If any packages are being shipped to your location from a another location, you will see a package count appear in the Inbound box in the upper right portion of the screen.</p> 
6	<p>To view detail on the inbound packages, click once on the inbound number and the package detail screen will appear.</p>  <p>(Screenshot of package detail screen)</p>

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Use of the SmartShip WebApp, Continued

**Procedure-
 Tracking and
 Shipment
 History,**
 continued

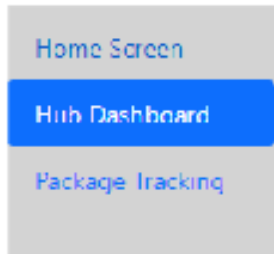
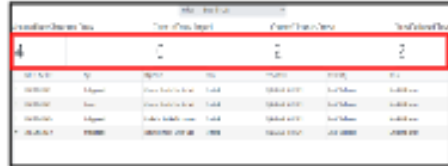
Step	Action																										
7	<p>Refer to the Tables below for definitions for package tracking:</p> <p>Activity records each transaction of the shipment from creation to delivery, with date/timestamp and name of the operator.</p> <table border="1"> <thead> <tr> <th>Activity Name</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Created</td> <td>SmartShip Label has been created</td> </tr> <tr> <td>Cancelled</td> <td>Shipment was cancelled</td> </tr> <tr> <td>Collected</td> <td>Courier has collected the package</td> </tr> <tr> <td>Home Staged</td> <td>Shipment from an MOB staged at home Medical Center for pickup by Regional Courier</td> </tr> <tr> <td>Relay Staged</td> <td>Shipment is staged at one of the Regional Labs for pickup by Regional Courier to be delivered to another lab</td> </tr> <tr> <td>Delivered</td> <td>Shipment delivered to final destination</td> </tr> <tr> <td>*(MANUAL)</td> <td>The word "Manual" next to the activity name indicates that a transportation dispatcher, supervisor, or lab staff has updated the status of the package</td> </tr> </tbody> </table> <p>Status indicates the current state of the package in real time</p> <table border="1"> <thead> <tr> <th>Status Name</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Created</td> <td>SmartShip Label has been created</td> </tr> <tr> <td>Cancelled</td> <td>Shipment was cancelled</td> </tr> <tr> <td>In Transit</td> <td>Shipment in possession of courier and being transported</td> </tr> <tr> <td>Delivered</td> <td>Shipment delivered to final destination</td> </tr> </tbody> </table>	Activity Name	Definition	Created	SmartShip Label has been created	Cancelled	Shipment was cancelled	Collected	Courier has collected the package	Home Staged	Shipment from an MOB staged at home Medical Center for pickup by Regional Courier	Relay Staged	Shipment is staged at one of the Regional Labs for pickup by Regional Courier to be delivered to another lab	Delivered	Shipment delivered to final destination	*(MANUAL)	The word "Manual" next to the activity name indicates that a transportation dispatcher, supervisor, or lab staff has updated the status of the package	Status Name	Definition	Created	SmartShip Label has been created	Cancelled	Shipment was cancelled	In Transit	Shipment in possession of courier and being transported	Delivered	Shipment delivered to final destination
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Delivered	Shipment delivered to final destination																										

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Use of the SmartShip WebApp, Continued

**Procedure-
 HUB
 Dashboard
 (RRL)**

Follow the steps below to view the Hub Dashboard in the SmartShip Web App



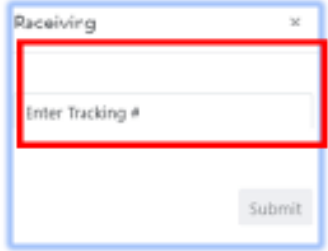
Step	Action										
1	<p>Regional Lab users will see the hub dashboard option in the left side menu.</p> 										
2	<p>The hub dashboard will display the status of all inbound totes to a Regional Lab location for the current day.</p>  <p><u>Counts will change as status is updated in the field. Screen will refresh every 30 seconds</u></p>										
3	<p>Refer to Table below for guidance</p> <table border="1"> <thead> <tr> <th>Status Name</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>New Generated Totes</td> <td>SmartShip Label has been created for a tote being shipped to the Regional Lab</td> </tr> <tr> <td>Totes Staged</td> <td>Totes are staged for relay between Sherman Way and Chino Hills</td> </tr> <tr> <td>Totes in Transit</td> <td>Shipment in possession of courier and being transported</td> </tr> <tr> <td>Delivered Today</td> <td>Shipment delivered to final destination</td> </tr> </tbody> </table>	Status Name	Definition	New Generated Totes	SmartShip Label has been created for a tote being shipped to the Regional Lab	Totes Staged	Totes are staged for relay between Sherman Way and Chino Hills	Totes in Transit	Shipment in possession of courier and being transported	Delivered Today	Shipment delivered to final destination
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Delivered Today	Shipment delivered to final destination										

Use of the SmartShip WebApp, Continued

Procedure- Receiving Packages/Totes

The SmartShip WebApp receiving function is to be used by laboratory staff in the following scenarios:



- Any courier not using the SmartShip system (i.e Local route courier did not use iPhone to scan and obtain a laboratory staff signature)
- Package was delivered by 3rd party courier (i.e A-Line, MCI, etc)

Step	Action
1	When the courier is unable to scan inbound deliveries in the SmartShip app follow the steps below
2	Log into the SmartShip WebApp
3	Click on the <i>Inbound box</i> in the top right-hand corner of the screen 
4	Click on the <i>Receive Tracking #</i> button 
5	Scan/Enter the SmartShip Label barcode/number in the <i>Enter Tracking #</i> field 

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Use of the SmartShip WebApp, Continued

**Procedure-
 Receiving
 Packages/Totes,
 continued**

Step	Action
6	<p>Click Submit to update package status</p>  <p>If an MOB tote/package for Regional Laboratories is being received at the local medical center, the Home Staged message will appear:</p> 

Continued on next page

Use of the SmartShip WebApp, Continued

**Procedure-
 Receiving
 Packages/Totes,**
 continued

Step	Action
7	<p>If an error occurred, the following messages will display indicating the issue:</p> <ul style="list-style-type: none"> • Package Status is already delivered or Cancelled • Package not allowed for delivery at this location. Please inspect the shipping label and contact courier dispatch <div style="display: flex; justify-content: space-around;"> <div data-bbox="662 709 980 1037"> <p>Receiving</p> <p>Enter Tracking #</p> <p>XXXXXXXXXXXX</p> <p>Package Status is already delivered or Cancelled.</p> <p>Submit</p> </div> <div data-bbox="997 709 1338 1037"> <p>Receiving</p> <p>Enter Tracking #</p> <p>XXXXXXXXXXXX</p> <p>Package not allowed for delivery to this location. Please inspect the shipping label and contact dispatch.</p> <p>Submit</p> </div> </div>

**Procedure-
 Contingency
 Plan for System
 Failure/
 Downtime**



Use the table below to determine process when unable to access SmartShip WebApp

Type of System Failure	Steps
Phone or mobile application failure at Courier Dispatch	1. If failure is discovered before courier departs Courier dispatch, a backup device will be issued to courier.

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Use of the SmartShip WebApp, Continued

Procedure-
 Contingency
 Plan for System
 Failure/
 Downtime,
 continued

Type of System Failure	Steps
<p>Desktop application working, but courier encounters phone/mobile app failure on the road</p>	<ol style="list-style-type: none"> <li data-bbox="748 512 1338 667">1. Courier will notify dispatch immediately to relay information to appropriate personnel. <li data-bbox="748 575 1338 667">2. Laboratory staff will generate a manual tracking tote log and fill out necessary information (i.e date, facility, tracking number information, etc.)  <ol style="list-style-type: none"> <li data-bbox="748 898 1338 1087">3. Courier and Lab Staff will sign and enter NUID on Manual Tracking tote log sheet at pickup/delivery confirming number of totes/packages and tracking numbers correspond to actual totes/packages at pickup/delivery <li data-bbox="748 1094 1338 1186">4. Upon arrival at Regional Lab, courier will carefully cut or tear label at the fold line and place top half of label back in tote window. <li data-bbox="748 1192 1338 1276">5. Courier will retain bottom portion of SmartShip Label and return to dispatch along with Manual Tracking Tote log  <ol style="list-style-type: none"> <li data-bbox="748 1625 1338 1696">6. <i>SmartShip label will be entered as Delivered (manual) in the SmartShip webapp at HUB</i>

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Use of the SmartShip WebApp, Continued

Procedure-Contingency Plan for System Failure/Downtime, continued	Type of System Failure	Steps
	Desktop application failure, Labs unable to generate labels	Follow current process in the event of SmartShip WebApp system failure (i.e Use of PacTrac or other manually tracking systems)

Controlled Documents

The following controlled documents support this procedure.

Attachment A: Examples of Smart Ship Labels
Packing and Transporting of Clinical Pathology and Cytology Specimens to the Regional Laboratory
Manual Tracking Tote Log
Instructions for Use Incubator Carrier Tote
Process LMS Specimen Tracking
Procedure Transferring/Tracking Specimens

Non-Controlled Documents

The following non-controlled documents support this procedure.

CAP Checklists: All Common and Laboratory General
49 CFR Parts 171-180, Hazardous Materials Regulations

Authors

- Brandon Jeong
- Phillip Lansang




Attachment A: Smart Ship Label Examples

<u>Regional Specialty</u> <u>Department</u>	<u>Proper SmartShip Label Example</u>
Genetics	 <p>A SmartShip label for Kaiser Permanente. The label includes the following information:</p> <ul style="list-style-type: none">KAISER PERMANENTE SmartShip logoDelivery to: Genetics Lab (with a box for ZIP code 61)Address: 4500 Wilshire Blvd, Los Angeles, CA 90049-1021Phone: 310-206-3300Barcode and tracking information: TRACKING NUMBER: 0000000020BKShipping details: DATES, TIMES, and VOLUMES (with fields for DATE, TIME, and VOLUME)Origin: GENETICS LAB

Attachment A: Smart Ship Label Examples, continued

<u>Regional Specialty Department</u>	<u>Proper SmartShip Label Example</u>
BT/Flow Cytometry	<p>410000 1.01 11296</p> <p>Kaiser Permanente SmartShip</p> <p>To: B1-Flow Cytometry Lab 60</p> <p>5577 Kaiser Blvd Los Angeles, CA 90017-1000</p> <p>Your MC/MOB Here Type of date</p> <p>60</p> <p>60</p>

Attachment A: Smart Ship Label Examples, continued

<u>Regional Specialty</u> <u>Department</u>	<u>Proper SmartShip Label Example</u>
Cytology	<p>4/6/2015 14:27 PM</p>  <div data-bbox="721 594 1206 772" style="border: 1px solid black; padding: 5px;"> <p>Deliver to: North Hollywood Regional Lab 24 14500 Gower Way Los Angeles, CA 90048</p> <p>Put Your MC/MOB Here Cytology</p>  <p>0030003084</p> <p>SHIPPER: FOLD HERE AND STAPLE AT THE TOP EDGE OF THIS WINDOW</p> <hr/> <p style="text-align: center;"><small>DO NOT REMOVE THIS WINDOW FROM THE SHIPPER UNTIL YOU ARE READY TO SHIP YOUR SAMPLES</small></p> <p style="text-align: center;"><small>DO NOT PLACE THIS WINDOW IN THE WINDOW OF ANOTHER SHIPPER OR IN A BOX</small></p> <p style="text-align: right;">24</p> </div> <p>FLUORUIMMUNOCHEMISTRY</p> <p>SHIPPER PHONE NO: _____ SHIPPER FAX NO: _____</p> <p>DELIVER POINT NO: _____ SHIPPER QUAL. NO: _____ CRYSTAL _____</p> <p>RELAY STATION _____</p> <p>DELIVER POINT SUB: _____ SHIPPER QUAL. NO: _____ CRYSTAL _____</p> <p>RELAY POINT: _____</p> <p>DELIVER: North Hollywood Regional Lab</p> <p>RELAY POINT NO: _____ RELAY POINT FAX: _____ SHIPPER _____</p> <p>TRANSMISSION NO: 003000003084  24</p>

Signature Manifest

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Pre-Analytical New Documents

Operations Director Approval

Name/Signature	Title	Date	Meaning/Reason
Annaleah Raymond (Q741709)	Laboratory Operations Director	25 Jun 2023, 06:06:06 PM	Approved

Medical Director Approval

Name/Signature	Title	Date	Meaning/Reason
Mark Talra (P161328)	CLIA Director	26 Jun 2023, 01:30:27 PM	Approved