

## TRAINING UPDATE

**Lab Location:** GEC, SGMC & WAH  
**Department:** All staff

**Date Distributed:** 2/10/2017  
**Due Date:** 2/28/2017  
**Implementation:** 3/1/2017

### DESCRIPTION OF PROCEDURE REVISION

<b>Name of procedure:</b>
<b>Courier Schedule and Communication SGAH.L16 v4</b> <b>Note: this has been converted to a system SOP</b> <b>Courier Logs (see below)</b>
<b>Description of change(s):</b>
<b>SOP:</b> Section 5: add detail to pick up delays, add purple bags, update contract courier process Section 6: move logs from section 9 App A: update QD contact for issues <b>FORMS:</b> Courier Log, SGMC (AG.F196) and Courier Log, WAH (AG.F122) <ul style="list-style-type: none"><li>• These are the logs used for Chantilly deliveries</li><li>• Changed Processor column from initials to tech code</li><li>• Add space to record purple bag number</li></ul> Runners Delivery Service Logs <ul style="list-style-type: none"><li>• Placed current logs under document control</li><li>• Standardized log used by SGMC &amp; WAH (AG.F372)</li><li>• Add place to record transport list # when sending samples</li><li>• GEC will continue to use a site-specific log (AG.F373)</li></ul> <p>The revised SOP and FORMS will be implemented on March 1, 2017</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

<b>Title</b>	<b>Courier Schedule and Communication</b>	
<b>Prepared by</b>	Leslie Barrett	Date: 2/9/2009
<b>Owner</b>	Robert SanLuis	Date: 2/7/2013

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

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### **1. PURPOSE**

This procedure provides guidelines for

- courier schedules and responsibilities to ensure efficient pickup and delivery of specimens
- packaging and communication with couriers during pickup

### **2. SCOPE**

Chantilly couriers are utilized to deliver laboratory specimens and reports between the laboratory sites and Quest Diagnostics Chantilly laboratory.

Specimen processing staff must ensure couriers sign pick up log and note actual time of sample pick up.

A contracted courier service is utilized to deliver laboratory specimens and reports between SGMC and WAH labs.

### **3. RESPONSIBILITY**

All Laboratory staff must have knowledge of and comply with this procedure.

### **4. DEFINITIONS**

None

## 5. PROCEDURE

### Guidelines for Quest Diagnostics Chantilly couriers:

1. All specimens must be handled according to Federal Register, 49 CFR – Transportation, Hazardous Materials Transportation Uniform Safety Act. Appropriate containers to maintain specimen requirements will be used.
2. Specimen pickup and delivery will occur on a predefined schedule. Refer to the appendices.
3. Carriers will be made available at each site. It shall be the responsibility of Laboratory staff to empty and fill the carriers. The courier will not be responsible to empty or fill the carriers.
4. The courier will have temperature-appropriate carriers containing dry ice, freezer packs, etc. available.
5. Any delay of greater than 30 minutes in pick up of specimens must be reported to the Group Lead or Tech in charge (TIC) on duty (document notification on the courier log). The Chantilly contact is listed in appendix A and may be called as needed (document on TIC Pass Down log).  
**Note:** extenuating circumstances may apply when appropriate (weather or traffic emergencies)
6. Samples are to be packaged in color coded bags
  - Blue – refrigerated samples
  - Yellow – frozen samples
  - Orange – room temperature
  - Purple – irreplaceable specimens (appropriate storage temperature written on bag)

### Guidelines for Contract couriers:

1. Specimens for routine testing at another hospital site and mail may be placed in the designated location **Pathology Office** for pick up and delivery between campuses. The courier log must be completed for specimens and items that are sent.
2. For stat testing, the contract courier service is called and pickup/transport requested. Information is recorded on the courier log.

## 6. RELATED DOCUMENTS

Courier Log, SGMC (AG.F196)

Courier Log, WAH (AG.F122)

Runners Delivery Service Logs (AG.F372, AG.F373)

**7. REFERENCES**

N/A

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L035.004		
000	4/2/2010	Updated owner Section 9: updated Schedule to QD Chantilly	L. Barrett	L. Loffredo
001	6/4/2012	Update owner Section 9: updated Schedule to QD Chantilly for all sites	L. Barrett	L. Loffredo
002	2/7/2013	Update owner Section 9: updated Schedule to QD Chantilly for all sites and courier logs	L. Barrett	L. Loffredo
003	1/24/2017	Header: add other sites Section 5: add detail to pick up delays, add purple bags, update contract courier process Section 6: move logs from section 9 App A: update QD contact for issues Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13	L. Barrett	R. SanLuis

**9. ADDENDA AND APPENDICES**

- A. Courier Schedule to Quest Diagnostics Chantilly
- B. Courier Schedule between Pathology Office and Hospital Laboratories
  - ~~Courier Logs (see Attachment Tab of Infocard)~~

**Appendix A Schedule to Quest Diagnostics Chantilly**

Washington Adventist Hospital				Shady Grove Medical Center			
Monday	thru	Friday		Monday	thru	Friday	
Pickup Time	Elapsed from previous pickup (hrs)	Delivery Time to Chantilly	Travel Time (hr:min)	Pickup Time	Elapsed from previous pickup	Delivery Time to Chantilly	Travel Time (hr:min)
0235	5.0	0530	2:55	0355	7.0	0530	1:35
0930	7.0	1130	2:00	0845	5.0	1130	2:45
1400	4.5	1530	1:30	1315	4.5	1530	2:15
1700	3.0	1830	1:30	1615	3.0	1830	2:15
2130	4.5	2300	1:30	2045	4.5	2300	2:15
Saturday	&	Sunday		Saturday	&	Sunday	
Pickup Time	Delivery time	Pickup Time	Delivery time	Pickup Time	Delivery time	Pickup Time	Delivery time
0910	1100	0855	1050	0830	1100	0815	1050
1405	1530	1355	1530	1325	1530	1315	1530
1815	1945	1710	1950	1735	1945	1740	1950
2250	0030	2300	0030	2210	0030	2215	0030

**Note:** To resolve courier issues during off hours, weekends and holidays, contact:

James Page 703-815-5382

~~Chris Clark 703-629-2882~~

Germantown ED to Shady Grove to Chantilly					
Monday		thru		Friday	
Pickup Time	Elapsed from previous pickup (hrs)	Delivery Time to SGMC	Delivery Time to Chantilly	Travel Time to CHY (hr:min)	
0335	7.0	0355	0530	1:55	
1245	9.0	1315	1530	2:45	
1545	3.0	1615	1830	2:45	
2015	4.5	2045	2300	2:45	
Saturday			Sunday		
Pickup Time	Delivery Time to SGMC	Delivery Time to CHY	Pickup Time	Delivery Time to SGMC	Delivery Time to CHY
0800	0830	1100	0750	0815	1050
1300	1325	1530	1250	1315	1530
1710	1735	1945	1710	1740	1950
2145	2210	0030	2150	2215	0030

Form revised 3/31/00

## Appendix B

### Schedule between Pathology Office and Hospital Laboratories

<b>DEPART</b>	<b>TIME</b>	<b>ARRIVE</b>	<b>TIME</b>
*WAH	0715	SGMC	0845
SGMC	0900	WAH	1000
*WAH	1300	SGMC	1330
*SGMC	1345	WAH	1415
WAH	1430	SGMC	1500

\* denotes roundtrip

## Washington Adventist Hospital Courier Log Sheet

Date: \_\_\_\_\_

### Monday through Friday

Scheduled Pick-up Time	Actual Pick-up Time	Courier Initials	Processor Tech code	Batch Numbers	# Bags Pickup	Mail ?
0235					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) <b>PUR</b>	
0930					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1400					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1700					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
2130					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	

### Saturday & Sunday

Scheduled Pick-up Time		Actual Pick-up Time	Courier Initials	Processor Tech code	Batch Numbers	# Bags Pickup	Mail ?
Sat	Sun					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
0910	0855					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1405	1355					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1815	1710					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
2250	2300					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	

**ALL COURIERS MUST SIGN LOG SHEET, NO EXCEPTIONS**



## Shady Grove Medical Center Courier Log Sheet

Date: \_\_\_\_\_

**Monday through Friday**

Scheduled Pick-up Time	Actual Pick-up Time	Courier Initials	Processor Tech code	Batch Numbers	# Bags Pickup	Mail ?
0355					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) <b>PUR</b>	
0845					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1315					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1615					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
2045					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	

**Saturday & Sunday**

Scheduled Pick-up Time		Actual Pick-up Time	Courier Initials	Processor Tech code	Batch Numbers	# Bags Pickup	Mail ?
Sat	Sun					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) <b>PUR</b>	
0830	0815					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1325	1315					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
1735	1740					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
2210	2215					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	
STAT	STAT					( ) MICR ( ) REF ( ) FZ ( ) RMT ( ) PUR	

**ALL COURIERS MUST SIGN LOG SHEET, NO EXCEPTIONS**

## Runners Delivery Service Log

### 301-948-7500

Date	Time	Sender Name / Initials	Specimen & Piece Count	Runners Driver # & Initials	Runners Tracking #	Pickup Time	Comments
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	
	_____ AM PM <i>(circle)</i>	_____ Print name _____ Initials	_____ # Specimens Transport list # _____ _____ # Pieces	_____ Driver # _____ Initials		_____ AM PM <i>(circle)</i>	

