

University of California, Davis
Health System, Sacramento
Department of Pathology & Laboratory Medicine

**CONTRACTED COURIER SERVICES &
SPECIMEN PREPARATION/PACKING**

Administrative Procedure #550 D

PURPOSE:

To specify the necessary guidelines for the preparing and packing of all laboratory specimens by nursing and laboratory staff to insure the safe, correct and timely pickup and/or delivery of laboratory specimens by a contracted courier(s). All transport and packaging practices will conform to State and Federal regulations.
(See **Office of Hazardous Materials Safety, 49 CFR 173.199**)

In addition, assure samples are timely and properly transported from inpatient nursing stations, outpatient locations, outreach client locations and other Department of Pathology locations such as Specialty Testing Center (STC), Progenitor Lab, Pathology building and other UCDHS outline locations to Clinical Laboratory located in Main Hospital room 2P340.

PROCEDURE:

A. General Requirements:

1. Contracted couriers are to pickup specimens at designated times and deliver reports and supplies as necessary. See attached courier schedules.
2. Contracted couriers are to carry appropriate specimen transport containers to insure integrity of specimens. Transport containers are provided by UCDHS, Department of Pathology and Laboratory Medicine.
3. All transport containers are hard sided, leak proof specimen transport containers will be used for all specimens to be transported. All transport containers must have exterior biohazard labels.
4. All specimens are potential biohazards and must be handled in accordance with established State and Federal regulations and guidelines. (See **Office of Hazardous Materials Safety, 49 CFR 173.199**)
5. Before the courier arrives to pick up specimens, the phlebotomist(s) at each draw site must make sure all specimens are placed into a specimen rack. The specimen rack will then be placed into a zip-lock biohazard plastic specimen transport bag along with a spill prevention absorbent pad. Blood culture specimens and body fluid specimens should be placed in individual zip-loc bags and must also contain a spill prevention absorbent pad.
6. Specimens are to be separated and placed in a courier transport container

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- according to temperature.
- a. Refrigerated specimens: Frozen cold pack(s) are to be placed at the bottom of the courier transport bag with specimen rack with specimen inside a specimen plastic bag on top.
 - b. Frozen specimens: are to be placed into a section of specimen transport container(s) with dry ice.
 - c. Body Temperature specimens: are to be placed into a sealed specimen bag and placed into a Thermos like container with warm (37 degree C) water. The courier must assure these types of specimens stay warm.
 - d. Room Temperature specimens: are to be placed in a section of specimen transport container without a cold pack.
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3. The contracted courier must arrive at each designated location within 15 minutes of designated times(s). The SARC supervisor at (916) 734-3025 Client Services at (916) 734-7373 or SARC Manager at (916) 734-7597 must be notified of any delays due to traffic or weather conditions.
 4. The contracted courier is responsible for all vehicle insurances and must show proof of insurances.
 5. The contracted courier is responsible for following all State and Federal laws and regulations applying to transporting of specimens. Contracted couriers will provide documentation to this effect on demand by UCDHS.
 6. The contracted courier must carry appropriate spill kit in case of accident, breakage or leakage of specimens. The SARC supervisor at (916) 734-3025 Client Services at (916) 734-7373 or SARC Manager at (916) 734-7597 must be notified.
 7. UC Davis Health System vehicle is only used by Department of Pathology personnel for laboratory official use. Contracted courier provide and use there own company vehicle and all vehicle maintenance and insurance is the responsibility of the contracted courier company.
 8. Vehicle maintenance is provided by UCDMC garage (located at 2800 49th St.). Gasoline may be obtained from the same location. The garage is open Monday-

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- Friday, 0600-1500. The van will be checked for the need for gas daily. The gas tank will be filled each Friday before 1430. The gas card is kept in the SARC Supervisor desk when not in use.
9. The interior of this vehicle must be maintained, any trash must be removed at the end of each shift. This vehicle is to be used for the assigned specimen pickup route only. **DO NOT** use this vehicle personal use. **This car must remain clean and neat at all times.**
 10. Outpatient Courier service is primarily a means of transporting specimens between the STC and SESP Lab. No passengers allowed without wearing a seat belt in the vehicle. The vehicle maybe the contracted courier vehicle or a University vehicle and must never be used for personal reasons. Specimens and supplies have priority over passengers. **ABSOLUTELY NO EXCEPTIONS.**
 11. A designated parking spot for the vehicle courier is provided in the ER/SESP parking lot. The designated area at the STC are the courier spaces right outside specimen delivery area on the west side of the building.
 12. All drivers must have a valid California driver's license and must have taken and passed the UCD Safety Driver Awareness class. (This class must be repeated every two years.) All safe-driving rules must be followed. Driver's license must be carried with the driver when operating the vehicle.
 13. For vehicle accident and disabled reporting, please see the Procedure #550-G for guidelines. Report all incidents, problems and concerns to SARC supervisor or Manager immediately.

B. Inpatient Locations:

1. Inpatient courier service will be done every hour, on the hour, 24-hours a day, and seven days a week. Courier runs are done as scheduled in Attachment A. See attachment B for pickup locations. All calls for STAT specimen pick-ups will be responded to at once for all areas served by inpatient courier service.
 - a. In the event that the call for STAT pick up is received within 15 minutes of the next scheduled courier run, the STAT specimen can be picked up on that scheduled run.
2. Couriers should not deviate from the established route. See Attachments for all laboratory routes.

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3. Inpatient courier responsibilities:
- a. The inpatient courier run should take no more than 15 to 17 minutes.
 - b. Follow inpatient courier time schedule (Attachment A).
 - c. Follow the inpatient courier route(Attachment A).
 - d. Before leaving SARC for an inpatient courier run obtain a courier bag, gloves, pen, and check the Courier phone log for any STAT or over-size specimen calls.
 - e. Pick up routine and stat specimens. Oversize specimen containers from the lower floors should be brought back to lab. Return to your route
 - f. Examine each specimen container for proper labeling, identification and documentation (see specimen labeling requirements) and proper handling. All specimens are potential biohazards. All specimens should be transported in zip-lock plastic specimen transport bags to prevent leakage. Blood culture specimens and body fluid specimens should be placed in individual Ziploc bags, not to be in the same bag with the tube of blood specimens.
 - g. Examine each specimen requisition for required documentation.
 - h. When STAT or oversized specimens are not located in the designated lab pick-up bucket, inquire at the nursing station regarding status of the specimen. Specimens too large to fit in the pick-up bucket should be placed next to the specimen box.
 - i. Document in the log book provided at each nursing station with legible initials, time of pick up and the number of specimens picked up.
 - j. Return to the laboratory specimen triage area. Lab staff responsible for data entry will pull manual requisition receipts and perform the data entry in LIS. Stat and time-dependent specimens are to be processed entered in LIS first..
 - k. Follow-up on any specimen incidents encountered while on the courier run.
4. Unlabeled/mislabeled specimens will be brought back to the lab. ***Absolutely no retrospective identification will be permitted without attending physician and resident approval.*** See Administrative Procedure #922, *Unlabeled/Mislabeled Specimen Policy*. Blood and urine containers that are unlabelled will be documented and discarded in the lab.
- a. Mislabeled specimens should be held in the problem box until resolution is complete.

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5. Once the laboratory courier accepts a specimen, the specimen is the responsibility of the laboratory. Laboratory staff in SARC are responsible for ensuring sample is received meets testing requirements.
 6. Emergency/STAT pickups courier services are available upon requests by contacting Clinical Laboratory SARC at 916-734-0500.

C. Outpatient Locations:

- Outpatient locations are Hospital Base Clinic (HBC) & Patient Care Network (PCN) Laboratory draw stations and Outreach Clients including Department of Public Health.
1. The courier(s) will transport/pickup specimens between the SESP Laboratory, ACC, Glassrock, Cancer Center, Cypress, STC, Pathology Building and Shriners Hospital Monday through Friday. On Saturday and Sunday for Cypress, STC, Shriners Hospital and UCD clinics that have urgent care services.

In addition will transport/pick up specimens between SESP Laboratory and other locations open on holidays, on-call or STAT as needed basis.

Deliveries to the Department of Public Health will be **Monday-Friday no later than 4:00 pm.**

2. Courier(s) are assigned a UCDCM cell phone. The telephone number is (916) 869-7635. For additional specimen pickups a call will be placed to notify the location of the additional pickup.
3. Each laboratory drawstation is given a set number of specimen transport containers with lab drawstation site name and number indicated on each container. Site name and number is to be entered in LIS when creating specimen batch list.
4. For Courier pick up schedule see the following attachments:
 - Attachment A: Inpatient and HBC locations
 - Attachment B: PCN and Outreach locations
 - Attachment C: Reference Laboratory locations

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5. Emergency/STAT pickups courier services are available upon requests by contacting Department of Pathology Client Services at 916-734-7373.


 7. All drops and pickups are logged in contracted courier electronic tracking system and on pick up specimen logs at the time samples are picked up by the courier.

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PROCEDURE HISTORY

Date	Written/ Revised by	Revision	Approved Date	Approved by
10/96	C. White	New	11/96	E. Larkin
10/98	C White	Revision	10/98	E. Larkin
10/99	C. White	Revision	10/99	E. Larkin
10/00	C. White	Revision	10/00	E. Larkin
10/01	C. White	Revision	10/01	E. Larkin
10/02	C. White	Revision	10/02	E. Larkin
10/03	C. White	Revision	10/03	E. Larkin
10/04	C. White	Revision	10/04	E. Larkin
12/05	D. Wright	Revised	12/05	R. Green
9/06	D. Wright	Reviewed	9/06	L. Larkin
9/07	C. White	Reviewed	09/07	R. Green
7/08	C. White	Revised	07/08	R. Green
7/09	C. White	Revised	07/09	L. Howell
11/09	C. White	Reviewed	12/09	J. Bishop
06/10	C. White	Revised	06/10	L. Howell
02/11	C. White	Reviewed	02/11	L. Howell
09/11	C. White	Revised	09/11	L. Howell
08/14	A. CASTANEDA	REVISED	9/14	

Medical Couriers In patient & HBC Daily Pick Up Schedule

Admin Proc. 550 D Attachment A

Pick Up Times	Site
9:00AM - 9:30AM	3rd - 8th Floor
9:30AM - 10:00AM	ACC, Glassrock, Cancer Center, Cypress
10:00AM - 10:30AM	3rd - 8th Floor
10:30AM - 11:00AM	ACC, Glassrock, Cancer Center, Cypress
11:00AM - 11:30AM	3rd - 8th Floor
11:30AM - 12:00PM	ACC, Glassrock, Cancer Center, Cypress
12:00PM - 12:30PM	3rd - 8th Floor
12:30PM - 1:00PM	ACC, Glassrock, Cancer Center, Cypress
1:00PM - 3:30PM	**Pick Ups Follow the Above Pattern**
3:30PM - 4:00PM	ACC, Glassrock, Cancer Center, Cypress, Public Health
4:00PM - 4:30PM	3rd - 8th Floor
4:30PM - 5:00PM	ACC, Glassrock, Cancer Center, Cypress
5:00PM - 5:30PM	3rd - 8th Floor
7:00PM	Childrens Surgery Center
6:00PM - 9:00PM	3rd - 8th Floor (every 30 mins)

****The in house pick up is run 7 days a week 365 days a year****

****On Saturday and Sunday, Cypress is the only outpatient lab picked up every 30mins from 9:30AM - 1:30PM****

Medical Couriers PCN & Outreach Clients

Daily Pick Up Schedule

Admin Proc. 550 D Attachment B

Lab/Client Site	Pick Up Times
Auburn - Bell Rd	9:30 AM 12:30 PM 5:00 PM (L)
Auburn - Prof Dr	12:45 PM 4:45 PM (L)
Biesen Bradley	1:45 PM
Campus Commons	6:00 PM
Capitol	10:30 AM 2:30 PM 5:45 PM (L) 9:30 PM (L)
Carmichael	11:00 AM 2:30 PM 5:30PM (L)
Chan/Knight	2:45 PM
Coroner's Office	3:00 PM
Davis	10:30 AM 1:15 PM 5:00 PM 10:00 PM (L)
Elk Grove	9:30 AM 1:15 PM 5:30 PM (L)
Folsom - 251 Turnpike	10:30 AM 1:15 PM 5:00 PM 9:30 PM (L)
Folsom - 271 Turnpike	10:45AM 1:30PM
Folsom - Prairie City	10:40AM 4:20PM
J Street	11:15AM 14:45PM 6:30PM
Madison Dialysis	4:30PM
Natomas	12:00 PM 5:00 PM (L)
Rancho	11:00 AM 2:15 PM 5:45 PM (L)
Rocklin	10:15 AM 1:15 PM 2:30 PM 7:00 PM (L)
Roseville	10:15 AM 12:15 PM 2:00 PM 5:45 PM
Student Health	10:15AM (Monday Only) 1:00 PM 4:45 PM

Please refer to the in-house courier schedule for floor and HBC pick up times

(L) - Lock Box

update 4.26.14

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Medical Couriers PCN & Outreach Clients Daily Pick Up Schedule

Admin Proc. 550 D Attachment B

Lab/Client Site	Pick Up Times
Sutter General	7:30:00 AM
Sutter Memorial	7:45 AM
VA Mather	2:30 PM
Vibra Sacramento Hospital	Mon to Fri: 8:15 AM, 10:30 AM, 1:30 PM, 5:00 PM (L) Sat & Sun: 10:00 AM, 1:30 PM (L)
Med 7 - Urgent Care Natomas	Mon to Fri: 12:30 PM, 9:00 PM (L) Sat & Sun: 9:00 PM (L)
Med 7 - Urgent Care Carmichael	Mon to Fri: 12:30 PM, 9:00 PM (L) Sat & Sun: 9:00 PM (L)
Med 7 - Urgent Care Folsom	Mon to Fri: 12:30 PM, 9:00 PM (L) Sat & Sun: 9:00 PM (L)
Med 7 - Urgent Care Roseville	Mon to Fri: 12:30 PM, 9:00 PM (L) Sat & Sun: 9:00 PM (L)

Please refer to the in-house courier schedule for floor and HBC pick up times

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