

**Contracted Courier Services and
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. 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 UCDH outline locations to Clinical Laboratory located in the main hospital room 2P340.

PROCEDURE:

1. General Requirements

- a. Contracted couriers are to pick up specimens at designated times and deliver reports and supplies as necessary.
- b. Contracted couriers are to carry appropriate specimen transport containers to insure integrity of specimens. Transport containers are provided by UCDH Department of Pathology and Laboratory Medicine.
- c. The specimen transport containers that will be used for all specimens will be hard sided and leak proof. All transport containers must have exterior biohazard labels.
- d. 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)
- e. 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-lock bags and must also contain a spill prevention absorbent pad.
- f. Specimens are to be separated and placed in a courier transport container according to temperature.
 - i. Refrigerated Specimens: Frozen cold pack(s) are to be placed at the bottom of the courier transport bag with specimens in the specimen rack in a specimen bag on top.

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- ii. Frozen Specimens: Are to be placed into a section of the specimen transport container(s) with dry ice.
- iii. Body Temperature Specimens: Are to be placed into a sealed specimen bag and placed into a Thermos like container with warm (37°C) water. The courier must assure these types of specimens stay warm.
- iv. Room Temperature Specimens: Are to be placed in a section of specimen transport container without a cold pack.
- g. The contracted courier must arrive at each designated location within 15 minutes of designated time(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.
- h. The contracted courier is responsible for all vehicle insurances and must show proof of insurance.
- i. 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 UCDH.
- j. 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.
- k. UC Davis Health vehicle is only used by Department of Pathology personnel for laboratory official use. Contracted courier provides and uses their own company vehicle and all vehicle maintenance and insurance is the responsibility of the contracted courier company.
- l. Vehicle maintenance is provided by UCDCMC garage (located off Larue lot 49.). Gasoline may be obtained from the same location. The garage is open Monday-Friday, 0700-100. The car will be checked for the need of gas daily. The gas tank will be filled each Friday before 1430. The gas card is kept in the green attachment on the keyring.
- m. 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 for personal use. This car must remain clean and neat at all times.
- n. Outpatient courier service is primarily a means of transporting specimens between the STC and SESP lab. No passengers allowed without wearing a seatbelt in the vehicle. The vehicle may be the contracted courier vehicle or a university vehicle

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and must never be used for personal reasons. Specimens and supplies have priority over passengers. **ABSOLUTELY NO EXCEPTIONS.**

- o. A designated parking spot for the vehicle courier is provided in the ER/SESP parking lot. The designated areas at the STC are the courier spaces right outside specimen delivery area on the west side of the building.
 - p. 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.
 - q. 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.
2. Inpatient Locations
- a. Inpatient courier service will be done every hour, on the hour, 24 hours a day, and seven days a week. All calls for STAT specimen pick-ups will be responded to at once for all areas served by inpatient courier service.
 - i. 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.
 - b. Couriers should not deviate from the established route.
 - c. Inpatient courier responsibilities
 - i. The inpatient courier run should take no more than 30 minutes.
 - ii. Follow inpatient courier time schedule.
 - iii. Follow the inpatient courier route.
 - iv. Before leaving SARC for an inpatient courier run obtain a courier bag, gloves, pen, and check the courier phone log for any STAT or oversized specimen calls.
 - v. Pick up routine and stat specimens. Oversize specimen containers from the lower floors should be brought back to the lab. Return to your route.
 - vi. All specimens are potential biohazards. All specimens should be transported in a zip-lock plastic specimen transport bag to prevent leakage.
 - vii. 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.

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- viii. Document in the log book provided at each nursing station with legible initials, time of pick up and the number of specimens picked up.
 - ix. Return to the laboratory specimen triage area. Lab staff responsible for IT tube station will receive and distribute specimens.. STAT and time dependent specimens are to be received first.
 - x. Follow up on any specimen incidents encountered while on the courier run.
- d. 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 unlabeled will be documented and discarded in the lab.
 - i. Mislabeled specimens should be held in the problem box until resolution is complete.
 - e. Once the laboratory courier accepts a specimen, the specimen is the responsibility of the laboratory. Laboratory staff in SARC are responsible for ensuring the sample is received and meets testing requirements.
 - f. Emergency/STAT pickups by the courier services are available upon request by contacting the Clinic Laboratory SARC at (916)734-0500.
3. Outpatient Locations
- a. Outpatient locations are Hospital Based Clinic (HBC) and Patient Care Network (PCN) laboratory draw stations and Outreach Clients including Department of Public Health.
 - b. 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.
 - c. In addition, courier will transport/pick up specimens between SESP Laboratory and other locations open on holidays, on-call or STAT as needed basis.
 - d. Deliveries to the Department of Public Health will be Monday – Friday no later than 1600.
 - e. For additional specimen pickups, a call will be placed to Lab Logistics Dispatch Service by a SARC Supervisor or Client Services. They will notify dispatch of the location of the additional pickup.
 - f. Each laboratory draw station is given a set number of specimen transport containers with lab draw station site name and number indicated on each

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container. Site name and number is to be entered in LIS when creating specimen packing list.

- g. Emergency/STAT pick up courier services are available upon requests by contacting a SARC Supervisor at (916)734-3025 or the Department of Pathology Client Services at (916)734-7373.
- h. All drops and pickups are logged in the contracted courier electronic tracking system.
- i. To access courier schedule for the PCN's and HBC's. Go to computer's S drive
S:\APS\ClinLab\SARC\Lab Logistics\Lab Logistics Courier Pick-up Times final.

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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	Revised	10/98	E. Larkin
10/99	C. White	Revised	10/99	E. Larkin
10/00	C. White	Revised	10/00	E. Larkin
10/01	C. White	Revised	10/01	E. Larkin
10/02	C. White	Revised	10/02	E. Larkin
10/03	C. White	Revised	10/03	E. Larkin
10/04	C. White	Revised	10/04	E. Larkin
12/05	D. Wright	Revised	12/05	R. Green
09/06	D. Wright	Reviewed	09/06	E. Larkin
09/07	C. White	Reviewed	09/07	R. Green
07/08	C. White	Revised	07/08	R. Green
07/09	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	09/14	C. Polage
09/16	M. Sawyer	Reviewed	09/16	N. Tran
9/18	M. Sawyer	Biennial Review	9/18	N. Tran
4/19	M. Sawyer, A. Durden	Added link to courier schedule	4/19	N. Tran