

PROTOCOL FOR COURIER RELEASE

To better serve our members and provide reliable pickup and delivery times by the Kaiser Permanente Courier Department the following policy will be implemented.

Lab staff preparing coolers for pickup will honor the established departure times. Courier times and routes will be posted and available at all times. Every effort will be made to have coolers ready by the posted **arrival time**. Couriers will depart without the cooler if the departure time is exceeded.

There might be an occasional situation where the courier will wait for an emergency lab draw.

The Courier Dept will communicate the schedules via email to the MOL managers and Regional Reference Laboratory (RRL) Managers. Snow routes and modified schedules due to emergency and weather conditions will be announced via e-mail.

Terry Wagner, Mail Services and Logistics Supervisor, is available by cell phone afterhours, as well as Saturdays and Sundays at the following:

Terry Wagner 303-435-9336

The Courier Department Snow Route Policy is attached.

Courier Snow Route Policy

Purpose

On any day that snow could be a factor in the couriers being able to deliver to the clinics in a safe and efficient manner: we will revert to a snow route day.

Policy

Snow route policy for the couriers is as follows:

On any day that snow could be a factor in the couriers being able to deliver to the clinics in a safe and efficient manner we will revert to a snow route day.

A snow route day means that the couriers will not deliver to the clinics on the 1st run of the day. The couriers will then deliver on their normal 2nd and 3rd runs. If you only receive 2 deliveries a day, then the deliveries will happen as normal. (Please be considerate of the weather conditions, there may be moderate delivery delays due to road conditions.) The night routes will run as normal.

An e-mail Message will be sent to the department managers in the region by 7:00 am. In the regards to the status on weather and advising that we will be on a snow route. This will be for all Lab, Rx, Optical, Radiology, Medical Records, and courier staff.

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