



**State Hygienic Laboratory**

University of Iowa  
2490 Crosspark Road  
Coralville, IA 52241  
319-335-4500  
[shl.uiowa.edu](http://shl.uiowa.edu)

July 10th, 2023

**2nd NOTICE: SHL COURIER SERVICE CHANGING Effective August 1, 2023**

To: SHL Clients

The State Hygienic Laboratory (SHL) has partnered with the Central Delivery Service of Iowa (C.D.S.), since 2005, who will be retiring on 7/31/2023. Beginning Tuesday August 1<sup>st</sup>, 2023, STAT Courier service will be partnering with SHL as the new courier service.

**\*\*\*IMPORTANT\*\*\* SHL will be holding two Webinars:**

- **Tuesday July 18th from 11am-12pm**
- **Wednesday July 26th from 1pm-2 pm.**

STAT Courier will be demonstrating their web portal system, providing direction on how to schedule pickups and answer questions. We strongly encourage anyone that would be scheduling pickups to attend one of these webinar sessions. For those that cannot attend, a recording of the webinar will be posted on the SHL website. **NOTE: 10:30 am is the cut off time for same day pickups.**

To attend, please use the following link, **(.5 PACE credit will be offered):**

Join Zoom Meeting

<https://uiowa.zoom.us/j/92755851521?pwd=NHJ1ekc2MlB0dXdCZVZzV2liNGFTQT09>

Meeting ID: 927 5585 1521

Passcode: 384368

Contact information for STAT and a flier for the webinars are enclosed and may be posted in public spaces where pickup scheduling occurs. SHL is committed to making this a smooth transition for everyone. If you have any questions in the meantime, please contact SHL's team by emailing [shl-courier@uiowa.edu](mailto:shl-courier@uiowa.edu).

Michael A. Pentella, PhD, D(ABMM), SM(ASCP),  
CIC Director of the State Hygienic Laboratory

PRESENTS

## STAT COURIER WEBINAR

ON  
**TUESDAY, JULY 18TH**  
AT 11:00 AM CST  
.5 PACE CREDIT

and

ON  
**Wednesday, JULY 26TH**  
AT 1:00 PM CST  
.5 PACE CREDIT

### Zoom Link

Meeting ID: 927 5585 1521

Passcode: 384368

## DESCRIPTIONS AND OBJECTIVES

This webinar will examine the new aspects of STAT Courier at the State Hygienic Laboratory. The webinar will include;

- ♦ Introduce the new STAT courier contract for SHL.
- ♦ Receive information about the courier process.
- ♦ Introduction training on the STAT web portal.

"Individuals with disabilities are encouraged to attend all University of Iowa-sponsored events. If you are a person with a disability who requires a reasonable accommodation in order to participate in this program, please contact (Laina Edwards) in advance at (319-467-1303)."



(319) 335-4500  
(800) 421-4692



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<http://www.shl.uiowa.edu/>



statcourier

**IOWA**

**State Hygienic Laboratory**  
**at The University of Iowa**

**STAT Courier Contact Information**

**Account Number: 1142**

**Website: <https://stat-courier.com>**

**Customer Service (Available 24/7):**

**Direct Line: 636-561-2518**

**Toll Free: 888-592-7828**

**Email: [dispatch@stat-courier.com](mailto:dispatch@stat-courier.com)**



statcourier

# IOWA

**State Hygienic Laboratory**  
**at The University of Iowa**

## Standard Practice Guidelines

- ✓ Pickup Orders: Orders placed the previous day to 10:30 am current day will be picked up on the route. Requests outside of this window will be picked up the following day.
  - ✓ Early scheduling is encouraged to allow efficient routing.
- ✓ Login Account Information:
  - ✓ Previously Serviced by CDS: A STAT Courier account will be set up for your facility using the contact information on file with the State Hygienic Laboratory. Only one account will be made per location. Login information will be provided to you as accounts are created.
  - ✓ Not Previously Serviced by CDS: If you desire an account, please contact:
    - [SHL-courier@uiowa.edu](mailto:SHL-courier@uiowa.edu)

### **Courier Service Guidelines**

- Drivers will be picking up your items pending their daily scheduled routes. Pickup times will vary. We ask that upon scheduling of the pickup the specimens are prepared for pickup to ensure the timeliness of the routes and on time delivery at the respective State Hygienic laboratory.
- Drivers will pick up items to be transported to SHL and will either barcode scan the tendered specimens or indicate the number of each category (specimen bags, NBS envelopes etc.) in the driver's electronic manifest for tracking and traceability purposes.
- All specimens should be properly packaged and labeled in accordance with OSHA and the Department of Transportation Hazardous Materials Regulations.
- All specimens should be clearly labeled as 'Refrigerated' or 'Room Temperature / Ambient' and addressed to the specific SHL laboratory.
- Drivers are only to pick up clearly marked, labeled, and packaged items for transport.

## **Inclement Weather Procedures**

- I. STAT Courier operations will continue to operate as normal until one of the following takes place:
  - i. SHL or a pickup location communicates to STAT Courier that a facility /facilities has / have been closed for the day, and pickup(s) will not be required.
  - ii. Drivers indicate conditions have deteriorated to the point travel is no longer safe.
  - iii. STAT Courier makes adjustments to or cancels routes for the day of service based upon the weather forecast and conditions.
- II. STAT Courier dispatch will coordinate with SHL and affected pickup locations with regards any schedule changes.
- III. STAT will communicate with SHL prior to, during, and after the weather event.
- IV. Escalation points will be communicated prior to the event.
- V. Routes will be run as normal as soon as the weather passes, and conditions allow for travel.