



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Public Health

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Division of Public Health

SCOTT M. SHONE, PhD, HCLD (ABB) • Laboratory Director, State
Laboratory of Public Health

Memo

To: Customers of the North Carolina State Laboratory of Public Health

From: Scott M. Shone, PhD, HCLD (ABB), Director, State Laboratory of Public Health

Date: November 19, 2021

Re: Courier Schedules and Sample/Specimen Transport – Thanksgiving Holiday 2021

The State Courier **will be closed** for operation on Thursday, November 25, 2021 and Friday, November 26, 2021. [UPS](#) and [FedEx](#) **will be closed** for operation on Thursday, November 25, 2021.

The North Carolina State Laboratory of Public Health (NCSLPH) will be accepting and processing specimens received throughout the holiday.

The State Courier:

1. **Will** deliver specimens picked up on Wednesday, November 24th to the NCSLPH on Thursday, November 25th.
2. **Will not** pick up specimens on November 25th or 26th.
3. **Will** resume normal operations on Monday, November 29, 2021.

[UPS](#) and [FedEx](#) will resume normal operations on Friday, November 26, 2021. **Specimens shipped overnight by these couriers on Wednesday, November 24th, will not be delivered to the NCSLPH until Friday, November 26th. Delayed specimen delivery may result in specimen rejection.**

Special shipping arrangements have been made for Local Health Departments that normally use UPS and are collecting clinical specimens on Wednesday, November 24th to ensure timely delivery to NCSLPH (see next page).

Alternatively, sites should ensure that specimens and samples are stored using the proper conditions until the above couriers resume normal business operations. Please refer to our [SCOPE](#) Appendix A for detailed specimen storage requirements, or our [handout for clinical specimens](#). Improperly stored or transported specimens may be rejected for testing. The NCSLPH will request recollection of specimens if needed for testing.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH • STATE LABORATORY OF PUBLIC HEALTH

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Special Instructions for Local Health Departments that collect specimens on Wednesday, Nov. 24:

The Local Health Departments that normally use the State Courier to send specimens to NCSLPH should continue to do so on Wednesday, November 24th.

The State Courier **will** transport COVID-19 specimens on Wednesday, November 24th. Please package COVID-19 specimens in a separate box from other specimens and mark “COVID-19” on the outside.

The Local Health Departments that normally use UPS to send specimens to NCSLPH were contacted by laboratory staff regarding a one-time DASH courier pickup on Wednesday, November 24th. Use of UPS on November 24th will delay specimen delivery and may result in specimen rejection.

Local Health Departments that requested a DASH pickup on November 24th for clinical specimens (listed below), please use the UPS online system to create the package label, but **do not** drop off the package(s) with UPS or have UPS pick up. Instead, draw a thick line through the UPS label’s barcode and write DASH.

Alexander	Catawba	Jackson	Surry
Alleghany	Cherokee	Lincoln	Swain
Ashe	Cleveland	Madison	Watauga
Avery	Dare	Mecklenburg	Wilkes
Buncombe	Davie	Mitchell	Yancey
Burke	Gaston	Northampton	
Caldwell	Henderson	Pasquotank	

DASH courier vehicles and staff display the DASH logo. Pickup times will be confirmed for each Local Health Department by close of business on Monday, November 22nd. Packages must be handed directly to the DASH courier.

For any specimen/sample storage or shipping questions, immediately contact NCSLPH Customer Service at 919-733-3937 or the NCSLPH Operations Manager, Damaris Hernández, at Damaris.Hernandez@dhhs.nc.gov.