

LOGAN

HEALTH

Courier Services

The Logan Health Laboratory Courier Services teams provide secure, reliable, and timely transport of the Logan Health Laboratory specimens with convenient daily delivery schedules as well as STAT services for the Logan Health Campus Area.

- Pick up routine and STAT specimens throughout the day
- Delivery of mail / reports(if required)
- Delivery of ordered laboratory supplies
- Separate delivery services for non-laboratory supplies

Courier Hours

Monday through Friday: Routine and STAT service available during regular practice hours.

Saturday: Routine service: 10:00 a.m. – 5:00 p.m.

Sundays: No courier service available

Holidays: No customer pickups are scheduled on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

National Health Crisis and in climate weather may affect courier service availability

Courier Service Area

Medical Messengers Courier Staff provides laboratory pick-up, supply and mail delivery services for hospitals, clinics, and physician offices within a 10 mile radius of the Logan Health Hospital campus. The Logan Health Laboratory also contracts with other Courier Services to provide daily service for Libby, Eureka, Whitefish, Evergreen, Columbia Falls, Bigfork, Lakeside, Polson, Ronan, Shelby, Conrad, Cut Bank, Great Falls and Browning. If you are a Medical Facility that is located outside the Logan Health Campus area, please contact the Logan Health Laboratory, 752-1737 and we will discuss your courier service needs.

Routine Pickup

A routine pick up is scheduled based on your office hours and specialized needs. The Logan Health Laboratory Courier Service works directly with you to ensure timely pickup of specimens. This may include multiple daily pickups based on volume and office hours.

Will Call

Clients that do not have specimens for Logan Health Laboratory on a daily basis should call their assigned courier service or the laboratory call center agent in order to schedule a pick up as needed. Any will call service is based on courier route schedules, weather and availability.

STAT Testing Requests

STAT testing is performed only on tests that are on the approved [STAT Test List](#). As a friendly reminder, STAT orders should only be used in an emergent or urgent circumstance.

Please make sure that your pick up request is made after the specimen is prepared and ready for pick up.

Preparing Samples for Pickup: Packaging, Transportation and Tracking

Each patient's samples must be packaged in a separate specimen bag. Integrity of each specimen is paramount to proper testing and results. Also, some specimens can leak. Therefore, it is imperative that the requisition or patient identification forms be placed in the **outside** pocket of the specimen bag to avoid potential damage and contamination. *Refer to packaging visual aids in the Logan Health Test Catalog, <https://logan.testcatalog.org>*

Specimens should be placed in the sealable portion of the specimen bag with the requisition/identification in the outside pocket. **Please fold the requisition or patient identification document so that it is visible.**

Upon pickup, the courier will review the transport log so the date and time are recorded. This information is an important part of patient safety and our tracking protocol. When the courier returns to the laboratory, all of the samples will be scanned to ensure that everything picked up has arrived back in the laboratory. This also insures that all specimens match to a requisition or patient identification.

Also, all frozen samples must be in their own bag with the requisition so the courier can maintain specimen temperature.

Specimen Storage Temperature

To ensure the highest quality results each specimen should be stored at the appropriate temperature during transport. Transportation temperature information is available in the [Lab Test Directory](#). All specimens should be stored at the correct temperature at your facility prior to courier pickup. Specimen integrity can be compromised if this practice is not followed.

When Your Courier Arrives

Whether a routine, STAT or will call pickup, specimens should be prepared for transport in anticipation of the courier's arrival. If the specimen and associated paperwork are not ready when the courier arrives, the specimen will need to be scheduled for the next available pickup time.

Missing of omitted specimens

Please remember that specimens that are omitted or not ready for delivery to the laboratory in a timely fashion may not be viable for testing. A technical expert will review all late arrivals to evaluate specimen integrity for testing and contact the medical practices if a new specimen is required.

Lock Boxes

We live in an area of in climate weather, therefore only a few medical practices currently use lock boxes. Please be aware of the outside temperatures when using your lock box and insure the proper temperature requirements of each test specimen. If your office is closed when the courier arrives the samples will be picked up from the lock box.