



FRM-CA 7 Courier Service Pickup FAQs

1. Why are 24-7 Express Logistics couriers retrieving specimens from my facility?

Georgia Public Health Laboratory (GPHL) has received funding to support a courier to transport specimens to GPHL and Waycross Public Health Laboratory (WPHL). This change is being piloted to decrease specimen transport time and improve detection and response to SARS-CoV2 and other infectious diseases.

2. Will there be any associated fees for this service, both with the health departments and EH?

The cost is being covered through Federal Enhanced Detection funds. There is no service fee for any submitters that have been added to the route by GPHL or WPHL.

3. Is use of the courier optional, based on the report of funding to "pilot" this process?

Submitters are not required to use the courier provided. However, using Express logistics will assist GPHL/WPHL to capture the impact on quality metrics such as turnaround time. Other third-party carriers such as UPS and Fed Ex can still be used. Please notify the laboratory if you wish to opt out of this free service.

4. How can the courier be identified upon arrival to the facility?

Drivers from 24/7 Express Logistics will be uniformed with ID when they arrive at facilities.

5. Will courier pickups cover all county health departments?

Any sites that have submitted samples to GPHL or WPHL within the past 12-month period were identified by submitter codes and included as a part of this pilot. Please contact the laboratory to add a department if a site has not been included using this approach.

6. Is there a pickup schedule available?

The vendor will provide a schedule, but the initial pilot is a trial run to confirm addresses and determine how long it would take drivers to reach each site. We will soon have a route to share but need to incorporate information identified during the initial trial period.

Current pickups and those completed once the schedule has been established are considered routine. Any Will-call or Emergency pickups needed outside of the routine schedule can be requested through the lab. Pickups are not currently scheduled for a specific time interval but are scheduled by day.

7. What is a will-call pickup and how can one be requested?

A will call pickup is one that is arranged in advance for a day outside of the routine schedule for a specimen that can be transported to the lab with standard turnaround time. A will-call pickup can be requested by filling out the current version of [FRM-CA 5 Courier Request Form](#) found in <https://dph.georgia.gov/lab> and emailing it to GPHLCOVIDResponse@gets.onmicrosoft.com.

8. What is an emergency pickup and how can one be requested?

An emergency pickup is one that is arranged without advanced scheduling for a specimen that needs to be transported with urgency. Emergency pickups must be approved by Epidemiology. Once approved, requests can be made by calling 1-404-655-3695.

9. What types of specimens can be shipped via courier?

The courier provided is for all specimens intended for testing by either GPHL or WPHL. Specimen packages should be separated by delivery location and temperature for any site sending samples to both GPHL and WPHL at the same pickup time.

- *All category B samples must be packaged according to Department of transportation requirements for Category B (UN3373) specimens up to the secondary packaging. Drivers will have hard sided containers to support refrigerated transport. Apply the current version of [FRM-CA 6 Courier Shipping labels](#) found in <https://dph.georgia.gov/lab> to the outer packaging.*
- *Category A specimens must be packaged according to Department of Transportation requirements for UN2814 Infectious Substances. <https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2020-04/Transporting-Infectious-Substances-Safely.pdf>*
- *Please follow existing guidance for Rabies packaging instructions included with this FAQ. Apply the current version of [FRM-CA 6 Courier Shipping labels](#) found in <https://dph.georgia.gov/lab> to the outer packaging:*

10. Does the laboratory require notification when frozen samples are submitted?

Yes, must indicate on the current version of [FRM-CA 5 Courier Request Form](#) found in <https://dph.georgia.gov/lab> that dry ice is needed to allow courier time to purchase prior to arrival. Submitter may also provide dry ice to courier.

If notification is not received, specimen(s) should be returned to the freezer until dry ice can be provided.

11. Can a pickup be requested on any day?

You can request a pick-up for a certain day, but routine pickups are preferable.

12. What if a pickup is missed?

Please contact the laboratory via email at GPHLCOVIDResponse@gets.onmicrosoft.com.

13. Can I use a lockbox?

Lockboxes are acceptable for use. Please contact the laboratory via email at: GPHLCOVIDResponse@gets.onmicrosoft.com for arrangements.

14. How do I request a change to a route?

If a change is needed to the established route, please complete the designated section of the current version of [FRM-CA 5 Courier Request Form](https://dph.georgia.gov/lab) found in <https://dph.georgia.gov/lab>.

15. How do I update contact information?

Contact information such as a change in address can be made by completing the designated section of the current version of [FRM-CA 5 Courier Request Form](https://dph.georgia.gov/lab) found in <https://dph.georgia.gov/lab>.

16. If my site is currently serviced by another courier (e.g. Ryan White), which courier should I use?

Please continue to utilize your current Ryan White courier (e.g. Stat Courier). The 24/7 courier is intended for clinics and providers that do not currently have service or provided expanded services in the event of an emergency.