

October 2022

### **LMH Lab Specimen Courier Pick-Ups**

- The courier route begins at 9:00am and ends at 4:00pm, Monday through Friday. Calls should be made to the courier at 785-691-6383 between 8:00am and 4:00 pm.
- **Stat specimens**- the courier will try to pick-up the specimen within 30 mins of the time of the call, and have the specimen back to the Hospital Lab within an hour of the call.
- **ASAP specimens**- the courier will try to pick-up the specimen within 1 hour of the time of the call, and have the specimen back to the Hospital Lab within an 1 ½ hour.
- **Routine specimens**- the courier will try to pick-up the specimen within 3 hours of the time of the call. **NOTE:** Routine specimen pick-up times may run late if we received a high number of STAT and ASAP phone calls.
- **To insure timely pick-ups for all our offices, we ask that you kindly have all your specimens ready at the time you call for our courier service.**
- **Having paper orders/electronic orders placed before the specimen is picked up will expedite the turnaround time.**

Please understand that we will continue to make every effort to meet your needs. You are always welcome to drop off specimens directly to the Lawrence Memorial Hospital Laboratory located on the 1<sup>st</sup> floor of the main campus at 325 Maine Street.

If you have any questions or concerns, please feel free to contact us at 785-505-6179.

We sincerely thank you for your continued business.

Diona Burton, Front Office Lead Clerical Specialist

Brandy Crump, Front Office Lead Clerical Specialist