

Date 04/06/2026

RE: Change in Courier Service Management

Dear Client,

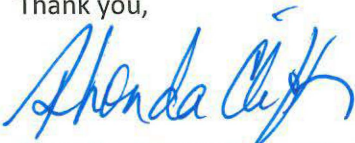
St. Joseph's/Candler Health System (SJ/C) treats the transport of your patients' specimens and your departments' materials with the highest regard. The efficient and accurate transportation of specimens, supplies, pharmaceuticals, etc. is critical in ensuring patient satisfaction, specimen integrity, and meeting turnaround times. To that end, we are pleased to announce a new partnership with **BioTouch/Lab Logistics**. Effective **Monday 4/27/2026**, Lab Logistics will manage **courier pickups**.

This transition will assist **SJ/C** to better monitor transportation from point of collection to delivery. Lab Logistics will help **SJ/C's** ability to track your deliveries in real-time, increasing efficiencies in pickups.

Couriers from Lab Logistics will be doing "dry runs" of our routes several days the week of **04/20/2026**, to ensure they are familiar with and can find your office. They will bring a copy of this letter when they stop in to introduce themselves.

We are confident that this partnership will enhance the level of service you have come to expect from **St. Joseph's/Candler**. To schedule an on-demand pickup, please **continue to call 912.819.8440, option 1**. Please contact us at 912.819.8440, option 3 if you have any questions or concerns.

Thank you,



Rhonda Clifton, MBA, MT, ASCP

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