Ambient Specimens
Specimens that do not require special temperatures or handling can be given to your courier in plastic specimen bags, provided. If you have any concerns regarding the effect of extreme weather conditions on routine or ambient specimens, please call Client Services at 888-522-7962 or 308-630-1398.

Frozen Specimens
Frozen Specimen Transport Containers are provided by Regional West Laboratory Services (RWLS) to ensure protection for your specimens. It is imperative that these containers be frozen overnight prior to use and also to completely freeze the specimen in plastic (not glass) vials prior to shipment in the containers. Send each frozen specimen in a vial not more than ¾ full. If you have any questions regarding proper use of the frozen containers, please call Client Services at 888-522-7962 or 308-630-1398.

Refrigerated Specimens
Place the specimen in a tightly sealing plastic bag provided to you by RWLS. Place the accompanying request form in the sleeve on the outside of this bag. These may then be given to your courier for appropriate shipment to RWLS. If you have any concerns regarding the effect of extreme weather conditions on refrigerated specimens, please call Client Services at 888-522-7962 or 308-630-1398.

Infectious Specimens
Special packaging and package labeling are required for shipping infectious substances. Shipping containers and labels are supplied. Documentation of the requirements is very specific and cannot deviate from International Air Transport Association requirements. If you think you may have a specimen that should be sent according to these guidelines, it is very important that you call Client Services at 888-522-7962 or 308-630-1398 prior to shipping. You will then be sent the necessary packing materials required to ship infectious specimens.

Courier Services
Courier services are available for transporting specimens to RWLS from many locations throughout Wyoming and Nebraska. This service provides overnight delivery of specimens (including frozen) under controlled conditions. In many regions, RWLS couriers are already in place. Special courier services will be established if appropriate arrangements can be made. The frequency of pickup is determined by referral volume. Your regional sales representative is available to discuss the criteria with you.

Holiday Coverage
Regional West Laboratory Services recognizes the following as official holidays:

- New Year's Day: January 1
- Memorial Day: Last Monday in May
- Independence Day: July 4
- Labor Day: First Monday in September
- Thanksgiving: Fourth Thursday in November
- Christmas: December 25

While laboratory service is maintained during these holidays, some assay schedules are adjusted to accommodate the resulting altered workflow. Holidays occurring on a weekend are observed on Friday or Monday. If you have questions regarding specific analyte schedules, please contact Client Services at 888-522-7962 or 308-630-1398.