

Specimen Packaging and Courier Services

Courier Services

Courier services are available for transporting specimens to Conway Regional Clinical Laboratory Services (CRCLS) from many locations throughout Arkansas. This service provides delivery of specimens (including frozen) under controlled conditions. Special courier services will be established if appropriate arrangements can be made. Pick up frequency is determined by referral volume. Our administrative personnel will discuss the criteria with you.

Coordination of courier pick up and delivery of specimens to CRCLS is designed with patient care in mind. At times, logistical difficulties and unforeseen circumstances may delay courier pick up. CRCLS makes every effort to maintain a timely daily pick up and delivery, Monday through Friday. Courier services are not routinely available on Saturdays and Sundays unless specific arrangements are made. Holiday schedules are determined each year based on client need. CRCLS will communicate holiday courier schedules each year in a timely manner. Typically, courier services are not available on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Refrigerated and Frozen Specimens

CRCLS couriers are provided the proper materials to transport patient specimens from your office or clinic to CRCLS. If your office or clinic is closing prior to courier pick up, place specimen(s) and accompanying request(s) in tightly-sealing plastic bags in a lock box along with several frozen cold packs. Care should be taken to buffer the cold packs from the specimens, ie, orient the specimen bag to where the paper request is between the specimen and the cold pack. Do not place specimens to where they are directly on top or bottom of frozen cold packs. CRCLS will provide a lock box and/or cold packs to your office or clinic at no charge. For more information, please call 501-513-5752 or speak with your courier.