



## KRMC Laboratory Courier Services

The KRMC Laboratory Courier Service teams provide secure, reliable, and timely transport of the KRMC Laboratory specimens and supplies. The Medical Messengers courier service also provides STAT specimen transport for the immediate Kalispell Regional Medical Center Campus Area.

### Courier Hours

#### Medical Messengers (KRMC Campus area)

**Monday through Friday:** Routine, will-call and limited STAT service available 8:00 am to 7:00 pm

**Saturday:** Routine service: 10:00 am to 5:00 pm

Outpatient Medical Practices/Facilities will need to provide their own specimen transport for after-hours and holidays

#### All Couriers

Couriers outside of the KRMC hospital campus have specialized route schedules and availability.

**Sundays:** No courier service available

**Holidays:** Courier Services are not available on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

### Courier Service Area

Medical Messengers Courier Staff provides laboratory pick-up, supply and mail delivery services for hospitals, clinics, and physician offices within a 4 mile radius of the KRMC Hospital campus. The KRMC Laboratory also contracts with other Courier Services to provide daily service for medical facilities located within the perimeter of Libby, Eureka, Missoula, Great Falls, Shelby, Browning and Whitefish. If you are a Medical Facility that is located outside the KRMC Campus area please contact the KRMC Laboratory Outreach Coordinator for route details and courier contact information, 758-3018.

### Routine Pickup

A routine pick up schedule is a daily service that provides multiple pickup times and is based on your specialized needs, patient/specimen volume and office hours. The KRMC Laboratory Courier Service and Outreach Coordinator work directly with you to ensure timely pickup of all specimens.

### Will Call

Clients that do not have specimens for KRMC Laboratory on a regular basis should call their assigned courier service in order to schedule specimen pick up as needed. All "Will Call" service is based on the individual courier's route schedules, weather and availability.

### STAT Courier Requests

STAT courier service is performed on a limited basis and is provided primarily to Urgent Care practices within the KRMC Campus.

STAT courier requests should only be used for:

- Medical Emergency or Life Threatening Situation.
- Time Sensitive Lab Specimens.

All laboratory specimens should be ready for transport PRIOR to contacting the Medical Messengers Courier for service.

## Specimen Storage Temperature

To ensure the highest quality results, each specimen should be stored at the appropriate temperature after collection at your facility and during transport to the KRMC Laboratory. Specimen integrity is compromised if this practice is not followed and may cause possible specimen rejection. Specimen temperature information is available for each test in the [KRMC TEST CATALOG](#).

## Preparing Samples for Pickup

### Packaging

To guarantee the integrity of a patient's specimen(s), each patient has their specimens placed in one specimen bag by temperature; Ambient, Refrigerated or Frozen. If you have multiple specimen bags for each patient, please make and include a copy of the laboratory requisition for each specimen bag.

Specimens should be placed in the sealable portion of the specimen bag with the requisition/identification in the outside pocket. **Please fold the requisition or patient identification document so that it is visible.** The use of separate areas helps to prevent possible leakage damage or contamination to the requisition.

Also, all frozen samples must be packaged in the frozen transport container (Styrofoam) so that the correct temperature can be maintained for transport. The frozen specimen should also be in their own bag with the requisition.

## When Your Courier Arrives

Whether a routine, STAT or will call pickup, specimens are required to be "ready" for transport in anticipation of the courier's arrival. If the specimen, Laboratory Requisition or Transport Form are not ready when the courier arrives, the specimen will need to be scheduled for the next available pickup time. Couriers do not have the time allotted to "wait" for a specimen or associated paperwork to be prepared. Please refrain from using a STAT pick up call to replace an error in preparation. As mentioned previously, STAT specimen pickup service is reserved for Medical Emergencies and/or Life Threatening Situations.

### Transport

Upon pickup, the courier will review the transport log so the date, time and courier initials are recorded. The courier will also verify that the specimen bag number corresponds with the same number on the KRMC Laboratory Transport Form. This information is an important part of patient safety and specimen verification. When the courier arrives with the specimens at the laboratory, the laboratory processors check all of the patient specimen bags against the transport form to insure that everything picked up by the courier has arrived in the laboratory.

## Missing of omitted specimens

Specimens that are omitted or not ready for pick up to the laboratory may not be viable for testing. As you know, all specimens have a shelf life. A technical specialist will review all specimens that arrive "late" to evaluate the integrity for testing. If the specimen is rejected, the technical specialist will contact the medical practice to collect a new specimen. Patient safety is always our first concern.

## Lock Boxes

We live in an area of in climate weather, therefore only a few medical practices currently use lock boxes. Please be aware of the outside temperatures when using your lock box and insure the proper temperature requirements of each test specimen. If your office is closed when the courier arrives the samples will be picked up from the lock box.

## Laboratory Supplies

Supply forms are located on the KRMC Test Catalog. Complete the form and send via fax, email or courier. Supplies are generally delivered within two business days. KRH Physician Network practices should order their bulk laboratory supplies via the Meditech ordering system, unless otherwise directed. Contact your Materials Management specialist for assistance.

**Please refer to the [KRMC TEST CATALOG](#) for all test information and review the monthly editions of the KRMC Laboratory Newsletter. Our monthly topics and visual aids review Specimen Transport Forms, Specimen Labeling and Specimen Collection, plus other great topics.**