



April 25, 2023

To All OSPHL Courier Clients,

The Oregon State Public Health Laboratory (OSPHL) has provided a contracted courier service for LPHAs and our clients to transport specimens to our laboratory for over 10 years. **Beginning June 1, 2023, courier services for OSPHL will be provided by DASH Delivery and STAT Courier using a new, regional courier services model.**

This letter provides additional details about the change and how you can learn everything you need to implement the changes for your facility. If your facility does not use the OSPHL courier, you may disregard this message.

What is changing?

Beginning with specimens picked up June 1, 2023, OSPHL will transition courier services to DASH Delivery and STAT Courier using a new, regional courier services model. Senvoy, LLC will no longer be OSPHL's contracted courier service.

DASH Delivery will provide services in the western and southern areas of the state; STAT Courier will provide services in the central and eastern areas of the state. Both couriers specialize in laboratory and medical transport services, and STAT Courier specifically works with public health laboratories.

We are hoping to minimize the changes that will be needed at your facilities. Even with careful planning, there will be changes to be implemented or considered in your facilities, such as:

- Updated procedures for sending specimens to OSPHL,
- New processes for scheduling as-needed pick-ups
- Revised pick-up times, and
- Notifying your team or building security about new courier vendors.

What support will OSPHL offer?

Each facility that submits specimens to OSPHL using our contracted courier should **ensure that at least one staff member attends a training session**. Scheduled training dates are provided in the attached training details. We will also provide a recorded training session that can be viewed at any time.

OSPHL is also revising our Courier Handbook to align with the changes. All resources will be posted at www.bitly.com/phl-courier.

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Why this change?

OSPHL courier service is a critical component to our routine public health work and our public health response system. Staff at OSPHL have been monitoring the services provided by our courier for many years and seek to always provide you with the best possible service. However, service with our current vendor has waned in recent years.

Last fall, the OSPHL team released a Request for Applications (RFA). Using feedback provided by our clients, OSPHL client survey data, existing courier metrics, and more, our staff members have selected new vendors to provide services for our clients and laboratory. Multiple vendors have been selected to support redundancy and public health preparedness. The OSPHL teams are hopeful this change will lead to improvements in our courier services and better overall services to each of our clients.

What is not changing?

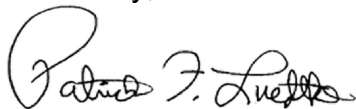
OSPHL will continue to monitor courier vendor performance closely using delivery data and client feedback. Please continue to communicate with our laboratory regarding your experiences vendor performance.

In addition, OSPHL will maintain our services regarding result turnaround times and specimen collection, handling, and transport requirements as posted on our Lab Test Menu at www.healthoregon.org/labtests. Specimen collection kit order forms and test request forms continue to be available to you at any time at www.bitly.com/phi-forms.

Our team is actively planning the details of the implementation with the new vendors. If you have detailed questions about how this change may affect your specific facility, those questions will be answered closer to implementation. If you have general questions, we have resources available to support you prior to the training dates.

- Sarah King (Humphrey), Client Services Coordinator, is leading this project for our laboratory. You may reach out to her directly with questions at sarah.m.king@oha.oregon.gov.
- OSPHL staff trained to support you with courier services are available at: osphe.courier@odhsoha.oregon.gov.

Sincerely,



Patrick Luedtke, MD, MPH
Interim Medical Director

Attachment: OSPHL Courier Transition Training Details

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Each facility that submits specimens to OSPHL using our contracted courier should **ensure that at least one staff member attends a training session.**

Please **choose a training date and time** that aligns well for your schedule. Click on the time slot to register.

- Thursday, May 11, 2023
 - [9:00-10:00 am](#)
 - [10:30-11:30 am](#)
 - [12:00-1:00 pm](#)
- Friday, May 12, 2023
 - [8:30-9:30 am](#)
 - [11:30 am-12:30 pm](#)
 - [2:00-3:00 pm](#)
- Monday, May 15, 2023
 - [8:00-9:00 am](#)
 - [12:00-1:00 pm](#)
 - [2:30-3:30 pm](#)

Training information for this change is also posted on our website at www.bitly.com/phl-courier.

If you are not available for these trainings, we will let you know when an on-demand recording of the training and our updated Courier Handbook are updated on our website for you to prepare for the upcoming changes.