



May 30, 2023

To All OSPHL Courier Clients,

Beginning June 1, 2023, courier services for OSPHL will be provided by DASH Delivery and STAT Courier using a new, regional courier services model. OSPHL first announced this change to our communicable disease clients in our [April 25, 2023 client letter \(pdf\)](#).

This message provides additional details necessary for implementation. If your facility does not use the OSPHL courier, you may disregard this message.

Training Sessions

Substantive operational changes will be implemented June 1st. Over 150 individuals joined our training sessions earlier this month! Thank you to each of you who joined us.

If you missed these trainings or would like a reminder, you can view a recorded version of the training and access the training slides posted at www.bitly.com/phl-courier.

Updated Courier Handbook

OSPHL provides a Courier Handbook intended to answer all questions you may have to work with OSPHL and our courier vendors for specimen transport. The Courier Handbook has been updated to align with all operational changes and is available at www.bitly.com/phl-courier.

We suggest you download a copy of this manual to replace any previous versions in your facility and use this version to answer your questions about our new processes.

Pick Up Days and Timing

If your facility has pre-scheduled pick-up days, those will remain the same. Because different courier vendors operate on different routes, pick up timing windows may change for your facility. We have provided pick up timing windows for each facility with pre-scheduled pick-up days as an attachment to this message.

Please note that pick-up windows and routes may change over time as additional locations are added to routes or routes are changed due to differing needs. If you would like to change your facility's scheduled pick up days after reviewing the facility timing, please contact us at osphe.courier@odhsoha.oregon.gov.

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Communication beginning June 1, 2023

Topic	Contact
On-call (as needed) pick ups	Request at https://bit.ly/or-courier
Questions, non-urgent feedback, cancellations	osppl.courier@odhsoha.oregon.gov
Urgent questions	OSPHL main: 503-693-4100
Routinely scheduled pick-ups	No communication needed
Urgent cancellations (i.e., inclement weather)	DASH Delivery: 541-665-3274, opt 1; dispatch@dashdelivery.net STAT Courier: 888-592-7828; dispatch@stat-courier.com

Other Important Notes

OSPHL suggests that all packages include a **transport manifest** detailing the specimens included in the package. This allows OSPHL to verify we received everything you intended to send. You may use your format or ours. [OSPHL's Transport Manifest](#) has been updated and is available on our courier website.

During the **summer months** as temperatures increase and some pick ups have moved to earlier pick up times, OSPHL strongly suggests you begin to include more ice packs in your shipments for specimens requiring refrigeration during transit. If you need more ice packs, you can order them from OSPHL using our Stockroom Order Request Form posted at www.bitly.com/phl-forms.

DASH Delivery and STAT Courier made efforts to visit as many facilities as possible this week. However, they prioritized facilities with routinely scheduled pick-up services for dry runs this week. If your facility schedules courier pick-ups as needed, you may not have seen your new driver this week. Thank you for your understanding.

We recognize that every transition will have its challenges and successes. We look forward to a successful implementation together and appreciate your collaboration. We are also available to support you with this project. Please contact OSPHL's courier support team with questions or feedback at osppl.courier@odhsoha.oregon.gov.

Sincerely,

Collette Young, PhD
Administrator, Center for Public Health Practice