

LOCK BOX USAGE GUIDE

Lock Boxes are useful tool that offer flexibility and efficiency for our Clients.
Please use this guide to support specimen viability.

1. **Lock Boxes should be placed in the most "sheltered" area of your building.**
Please keep safety in mind: choose a well lit location; away from extreme wind is best.
2. **Daily, please remove** all Lock Box Receipts, mail and supplies placed in your Lock Box by the Courier.
3. **DO NOT put frozen specimens in your Lock Box** without coordinating with our dispatch department.
4. **Bag Specimens together according to Specimen Type.**
 - a. **Refrigerated**- All individually bagged specimens are to placed in ONE large bag (with a master tracking list of what is contained in the large bag) that is clearly marked "Refrigerate"
 - b. **Room Temp**- All individually bagged specimens are to placed in ONE large bag that is clearly marked "Room Temp" (with a master tracking list of what is contained in the large bag).
 - c. Refrigerated bag of specimens should be placed in Lock Box **ON TOP of cold packs in the bottom of the Lock Box.**
 - d. Room Temp Bag of specimens should be placed in Lock Box ON TOP of Refrigerated Bag.
5. Put Specimens in Lock Box as close to your designated Courier Pick Up time as possible.
6. To prevent the possibility of a "Missed Pick Up": Please be familiar with your designated Courier Pick Up time. If you will not have specimens ready for your designated Courier Pick Up time—you only need to call dispatch. We will be happy to inform the Courier of the delay who will then come inside to make the pick up.
7. **EXTREME WEATHER:**
8. Do not allow specimens to be in Lock Boxes for long periods of time
9. If your office is closing early due to extreme weather please call Dispatch
10. Do not put temperature sensitive specimens in Lock Boxes in extreme weather (example CBC's) -Call Dispatch to arrange a pick up

The Dispatch Desk
219-989-3740 direct or 800-937-5521 option 3

Monday thru Friday 06:00 to 23:30
and Saturdays 07:00 to 15:00

Client Services is available for support during all other hours.

