Indiana Courier System: Frequently Asked Questions

Courier System Contact Information		
Name	**Phone Number**	**Email**
IDOH Laboratory (IDOHL) - General IDOH Laboratory questions and information	O: 317-921-5500	IDOH-Lab-Info@health.in.gov
STAT Courier Customer Service/Dispatch - Cancel/edit orders - Facility closures/change in hours due to inclement weather, emergency, etc.	O: 636-561-2518 Toll-Free: 888-592-7828	
STAT Courier Account Manager: Aissatou Mbaye - Client Portal account/login issues, training, or questions	O: 636-238-7913	ambaye@stat-courier.com
IDOHL Courier Program Implementation Team:		
Brian Pope, division director, Virology and Biological Preparedness	O: 317-921-5555 M: 317-447-5964	Bpope1@health.in.gov
Amanda Berlon, communications specialist	M: 937-361-5767	aberlon@health.in.gov

General Questions

Q: Do I have to use the new Indiana Courier System?
A: No, the courier system is an optional service for selected facilities in Indiana.

Q: How much does it cost to be a pickup site?
A: Participating in the courier system is free at this time. The Indiana Department of Health (IDOH) covers the cost of the program.

Q: When does the courier system start?
A: The first day of service was Monday, April 22, 2024.

Q: STAT Courier begins their pickups at 10:30 a.m., is this Eastern Time (ET) or Central Time (CT)?
A: Eastern Time (ET).

Q: What specimens/samples can I submit through the courier system?
A: Specimens/samples from the following laboratory sections are currently accepted through the courier system:

- Antimicrobial Resistance
- Biothreat
- Blood Lead
- Enterics
- Entomology
- Environmental Lead
- Mycobacteriology/Tuberculosis
- Rabies
- Reference Bacteriology
- Serology
- SSP
- Virology
- Wastewater

Q: What specimens/samples are not accepted through the courier system?
A: The following specimen/sample types are not accepted through the courier system:

- Chemistry testing, including radiochemistry, food chemistry, inorganic chemistry, organic chemistry, metals chemistry, and water testing
- Private water testing
- Food and dairy microbiology

Q: Where can I find the temperature requirements and transit time parameters for acceptable specimens?
A: Please refer to the IDOH Laboratory website for detailed specimen submission instructions. A list of available tests can be found at this link.

IDOHL has also created a detailed Specimen Transport Guide that includes this information and has been shared with all courier sites. If you need a copy of this document, please email Amanda Berlon at aberlon@health.in.gov.

Q: When will I find out when my facility's pickup time and frequency will be?
A: STAT Courier will communicate their projected arrival time for your facility with a one-hour window. Frequency of pickups for enrolled facilities will vary from daily to weekly, depending on submission volume. STAT Courier will communicate the frequency and projected days of the week for pickup with your facility directly. During the first few weeks of the system, STAT Courier will work with drivers to adjust routes to better fit the system's needs, and therefore plans to provide facilities with their confirmed pickup window by the sixth week of the system running.

Q: When will my specimens/samples arrive at the IDOH Laboratory?
A: The specimens/samples will arrive at the IDOH Laboratory the same day that they are picked up before 10 p.m. ET. The specimens/samples will then be processed by central receiving the next business day before noon. Please plan accordingly for specimen transit times.

Q: Are there weekend pickups?
A: No, unless the IDOH Laboratory has approved a specialty pick up for an emergency specimen/sample.

Q: Does using the courier system change the information I put into LimsNet?
A: No, this does not change any information input into LimsNet.

Q: Will temperatures be monitored by STAT Courier during transport?
A: Yes. STAT Courier will have consistent temperature logging for specimens. Drivers are required to continually monitor temperature via digital thermometers to ensure specimen integrity.

Q: My facility is a pickup site for flu season, what does this mean?
A: Some facilities are enrolled as ILINET sites and will be pickup sites during flu season only, approximately the first week of October (week 40) to the third week in May (week 20). Please contact IDOH for specific dates for the current flu season.

Q: I want to change the pickup frequency for my facility, who do I contact?
A: IDOH and STAT Courier are not planning to change the pickup frequency of any facilities during the initial system implementation. However, if you believe that your site frequency needs adjustment in the future, please email Brian Pope (Bpope1@health.in.gov) and Amanda Berlon (aberlon@health.in.gov).

Q: My facility is not currently part of the courier system; how do we get added?
A: Please complete the interest survey at this link.

Q: I have a question for the IDOH Laboratory after hours, who should I call?
A: Please call the after-hours emergency number for the Infectious Disease Epidemiology and Prevention Division at 317-233-1325.

Q: Is STAT Courier HIPAA compliant?

A: STAT Courier is compliant with the following: HIPAA, CAP (GEN.40515 + 40530 + 40535), USDOT + PHMSA (49 CFR, Parts 171-180), OSHA (29 CFR 1910.1030), CLIA, IATA, WHO/UN, CDC/DHHS (42 CFR Part 72 / 73).

STAT Courier Client Portal Questions

Q: How do I access the STAT Courier Client Portal?
A: The STAT Courier Client Portal can be accessed at: https://www.statcourier.net/clientportal.

Q: What is the STAT Courier Client Portal used for?
A: The web-based application is used for order entry, tracking and reporting. Each pickup location will receive one Client Portal login for use in the Indiana Courier System.

Q: What are the hours for the STAT Courier?
A: STAT Courier has customer service representatives available 24/7 at 888-592-7828.

Q: Who is our account manager? What is the account number for Indiana?
A: Aissatou Mbaye is the account manager for the Indiana Courier System. She can be reached via email at ambaye@stat-courier.com or by phone at 636-238-7913. The account number is 1153.

Q: Who do I contact if I need access to the Client Portal or need to change the email address connected to the Client Portal?
A: Please contact Aissatou Mbaye, Account Manager for STAT Courier, via email at ambaye@stat-courier.com or by phone at 636-238-7913.

Q: Should I enter PHI into the STAT Courier Client Portal?
A: No, not under any circumstances.

Q: Do I have to be physically present to hand-off my specimens/samples to the STAT Courier driver?
A: Yes, STAT Courier requires facility staff to hand off packages to their delivery drivers to ensure the correct packages are picked up by their drivers. If your facility cannot accommodate this request, please contact STAT Courier directly.

Q: Will we (the courier site) be contacted if the driver cannot pick up a package on a certain day (i.e., inclement weather)?
A: STAT Courier will contact facilities directly if there are any changes to the scheduled routes.

Q: Why did my STAT Courier driver deny pick up for my specimen/sample?
A: STAT Courier drivers have been instructed not to transport any packages that are leaking. Please ensure that all packages are sealed prior to courier pickup.

Q: Is there a delay in the tracking information in the STAT Client Portal?
A: No, the tracking information is updated in real time.

Submitting an Order

Q: Do I have to enter how many samples are in the package under the "Edit Package" tab?
A: No, this should always be "1" regardless of how many samples/specimens are inside the package.

Q: What should I select for vehicle type?
A: Please select "car" or "van," it does not make a difference within the portal.

Q: Do I need to put in the package weight for my order?
A: No, this is not necessary.

Q: When do I need to submit my orders in the STAT Courier Client Portal by?
A: Please submit all orders for pick up same day by 10:30 a.m. ET. If you do not have a courier pick up on the same day, please wait to submit packages until the day of pick up or schedule the pickup for the next scheduled day on the Client Portal Order screen.

Q: Should we wait and enter all specimens/packages the morning of the scheduled pickup or can we submit these in the Client Portal the day(s) before our next scheduled pick up with STAT?
A: You can do either. Orders can be scheduled for pickup for a future date under the "Pick Up Target From" and "Pick Up Target To" date functions on the Order screen. Please only schedule package pickups for days that your facility has a scheduled pickup – this will ensure the portal tracks your packages appropriately.

Q: How do I cancel an order?
A: You must contact STAT Courier Customer Service directly to cancel an order at 888-592-7828.

Q: Can one account specify a pickup location different than their physical location?
A: Yes, you can enter any pickup location when you submit an order via the Client Portal. However, only the sites enrolled in the courier system are possible pickup locations. Please contact STAT Courier if you have extenuating circumstances and need to temporarily adjust the pickup location.

Q: Can I enter in special instructions for pickup at my facility?
A: Yes, you can list in the" Special Instructions" box any additional details on the "Order" page.

Q: What "Sample Type" should I select for my specimen package?
A: Please refer to the chart below:

Laboratory Section Please use this column to determine the **Sample Type** for each test to input in the STAT Courier Client Portal.	Testing
Antimicrobial Resistance	*Candida auris* (including other *Candida sp.*) CP-CRE/CRE CP-CRPA

	CP-CRAB *Staphylococcus aureus* (including VISA, VRSA)
Biothreat	Suspect Anthrax Suspect Brucellosis Suspect Glanders Suspect Melioidosis Suspect Plague Suspect Tularemia
Blood Lead	Blood Lead
Enterics	*Clostridium perfringens/Bacillus Cereus/Staphylococcus aureus* Toxins Shiga Toxin-Producing *E. coli/E. coli 0157* *Listeria spp. (*including *L. monocytogenes)* *Salmonellosis (*including *Salmonella typhi)* *Shigellosis* *Vibriosis (*including *Vibrio cholerae)* Viral gastroenteritis *(Norovirus)*
Entomology	Environmental Mosquitos
Environmental Lead	Lead in Dust Wipes Lead in Paint Chips Lead in Soil Lead in Spices and Other Food Items Lead in Cosmetics or Consumer Products Lead in Drinking Water
Mycobacteriology/Tuberculosis	Mycobacterial isolates TB Specimens (AFB) TB QuantiFERON
Rabies	Rabies
Reference Bacteriology	Group A *Streptococcus* (invasive disease) Group B *Streptococcus* (invasive disease) *Haemophilus influenzae* (invasive disease) *Neisseria meningitidis* (invasive disease) Pneumococcal Invasive Disease - *Streptococcus pneumoniae*
Serology	Arbovirus IFA Panel (WNV, WEE, SLE, EEE and CE) Arbovirus: West Nile IgG/IgM Chlamydia/Gonorrhea (CT/GC) Hepatitis A Hepatitis B Hepatitis C (NAAT) Hepatitis C (Serology) HIV Measles IgG & IgM Mumps IgG Syphilis
SSP	Opioid Surveillance

Virology	Adenovirus
	Enterovirus (Hand, Foot & Mouth, EV-D68, etc.)
	Herpes Simplex Virus (HSV)
	Influenza/SARS-CoV-2
	Measles (PCR)
	Mpox
	Mumps (PCR)
	Varicella Zoster Virus
	Zika, Dengue, and Chikungunya PCR (Trioplex)
Wastewater	Wastewater Surveillance

PLEASE NOTE: All specimens going to the same Laboratory Section (Sample Type selection in the STAT Courier Client Portal) can be packaged in the same biohazard bag/package for consolidated transit.

Packaging & Labeling Questions

Q: How do I package specimens/samples for the courier system?
A: Packaging must be sealed, leakproof and temperature appropriate. If able, specimens going to the same laboratory section can be combined and placed into a single biohazard bag. The goal is to utilize the smallest footprint possible to ensure that there is enough room in the courier vehicles for all packages to be appropriately temperature regulated. **PLEASE NOTE:** It is your responsibility as a facility to keep the specimen at the appropriate temperature until the courier driver arrives for pickup.

Q: Can I still use IDOHL-provided canisters for specimen submission or are only biohazard bags acceptable?
A: Yes, you can still use the canisters. Please label them appropriately and secure the STAT Courier label to the outside of the canister.

Q: How should I fasten the STAT Courier Label to my biohazard bag?
A: Please use tape to securely fasten it to the exterior of the bag. We don't want labels to fall off the biohazard bag during transport. You can also place the label inside the biohazard bag reservoir if the barcodes remain visible to the outside.

Q: Is there a limit to how many packages the courier can pick up from my facility?
A: No, the courier system is set up to be charged on a "per pickup" basis and therefore the price does not change depending on the number of packages picked up at your facility.

Q: My specimen must remain frozen for transport – how should I package this?
A: Package the specimen(s) as you would for shipping via another courier service (FedEx, USPS, UPS, etc.). Please place the specimen(s) in an insulated shipper with enough dry ice to maintain the appropriate temperature until delivery at IDOHL. Secure the insulated shipper shut, then place the LimsNet cover sheet in the shipping box. Next, secure the shipping box shut and tape the STAT Courier label on the outside of the package, so the barcodes are visible to the driver. Please **DO NOT** use ice packs. Specimen(s) packages that arrive at IDOHL outside of temperature requirements will not be tested.

Q: Can two order barcodes go on the same package?
A: In the case that you have compiled an order and then have another order to add before the courier arrives, you can put them in the same package if:

1. The specimens are going to the same laboratory section (i.e., virology)
2. The specimens have the same temperature requirements (i.e., ambient)
3. The driver can see and scan both barcodes on the exterior of the package

Q: Should we (the courier site) keep a copy of the STAT Courier label for QA purposes?
A: This is up to your respective facility. You will be able to see and print the labels for the last 5 orders within the Client Portal. We also recommend creating a Courier Pickup Log for use at your facility.

Q: Does the barcode on the printed label need to be visible to the courier driver?
A: Yes, the courier needs to be able to scan it.

Q: What should I do if my facility does not have any packages and the courier is scheduled to pick up from our facility?
A: You do not need to communicate this with STAT Courier or IDOHL. Courier routes have been designed to reduce the number of unnecessary pickups at sites. If you believe that your facility needs a change to the frequency of courier pickups, please email Brian Pope (bpope1@health.in.gov) and Amanda Berlon (aberlon@health.in.gov) to discuss this further.

Driver Questions:

Q: How are drivers screened?
A: Drivers must pass background checks, drug screenings, hold valid licensure and undergo annual training.

Q: Will drivers be in uniform?
A: Drivers will have badges and STAT Courier uniforms.

Q: Will my site have the same delivery driver?
A: Yes, your site will have the same delivery driver, unless the driver is off that day or there is another change to routes.

Q: Are STAT Courier drivers' staff of STAT courier or are they independent contractors?
A: All drivers are independent contractors.

Q: Are STAT Courier drivers' driving personal vehicles?
A: Yes, the drivers will be using personal vehicles, inspected by STAT Courier, with a STAT Courier placard displayed in their vehicle.

Situational Questions/Examples

Q: Different programs at my facility send specimens to the lab from the same physical location, is it possible to have different log in accounts for the STAT Courier Client Portal for each program area/department?
A: Yes, this can be arranged. Please contact the STAT Courier account manager for assistance.

Q: My site collected a TB QuantiFERON specimen on Monday and the courier is scheduled for pickups on Tuesday and Thursday. The specimen is only viable for 48 hours without being frozen, what should I do?
A: If you use the courier system, STAT Courier will pick up the specimen on Tuesday and deliver to the laboratory by 10 p.m. Tuesday night. The specimen would then be processed through receiving at IDOHL Wednesday morning. With this time frame, the specimen would be viable for testing at IDOHL.

Q: My site collected a TB QuantiFERON specimen on Saturday and the courier is scheduled for pickups on Monday. The specimen is only viable for 48 hours without being frozen, what should I do?
A: If you use the courier system, STAT Courier will pick up the specimen on Monday and deliver to the laboratory by 10 p.m. Monday night. The specimen would then be processed through receiving at IDOHL Tuesday morning. With this time frame and temperature conditions, the specimen would **NOT** be viable for testing at IDOHL.

Please Note: Specimens will arrive at IDOHL the same day they are picked up by the courier but will not be processed through central receiving until the next business day in the morning. Please plan on the package "arrival" at the laboratory as the next business day before noon ET.

Q: My site is a once-a-week pickup and we missed our pickup this week. What should I do?
A: Please send the package/specimens through another shipping service (UPS, FedEx, USPS, etc.) if stipulations for maximum transit time allow.

Q: My site collected samples for HIV and syphilis testing. Do we need one STAT label or one for the HIV testing and one for the syphilis testing?
A: According to the Specimen Transport Guide, both HIV and syphilis testing are completed in the Serology Laboratory Section, therefore you could package the specimens together in the same biohazard bag and print one label from the STAT Courier Client Portal. Please select "Serology" under the "Sample Type" drop down menu on the Order screen.

Regional Site Questions

Regional site information will be released by June 1, 2024. Please reach out to Amanda Berlon at aberlon@health.in.gov if you have questions.