State Hygienic Laboratory- STAT Courier Self Walk-Through Guide

STAT Courier platform- Self walk-through Guide
Webinar hosted: July 18th, 2023 & July 26th, 2023
Welcome STAT courier!

State Hygienic Laboratory will be beginning a new partnership with STAT courier for all specimen types beginning August 1\textsuperscript{st} 2023.

Pickup requests after 11AM on July 31\textsuperscript{st} 2023 will need to be directed to STAT courier with pickups beginning the morning of August 1\textsuperscript{st}, 2023.
STAT account Setups

• **Previously Serviced by CDS**: a STAT Courier account will be set up for your facility using the previously set up contact information on file with the State Hygienic Laboratory.
  – Only one account will be made per location.
  – Login information will be provided to you as accounts are created.
    • Login information may be edited by clients under the My Profile tab within the client portal
  – If not contacted with login information by STAT courier by July 26th, 2023 please reach out to SHL-courier@uiowa.edu

• **Not Previously Serviced by CDS**: If you desire an account, please contact: SHL-courier@uiowa.edu
NO LONGER SHIPPING ENVIRONMENTAL SPECIMENS THROUGH THE COURIER

Due to the courier change, SHL is not able to cover the cost for environmental sample pickups through the courier service.

Need to ship an Environmental Specimen?

• SHL can offer UPS labels at a discounted price ($10/label) and the facility will be invoiced for them.

• Call our main number (319-467-1589) and ask to speak with Environmental Client Services or email them at: SHL-Environmental-Services@iowa.uiowa.edu to request a shipping label(s).

• These labels will then be emailed or printed and sent to the facility for use.
Shipping Infrastructure

Collection & Preparation of sample

Courier Request & Pickup

Courier Consolidation at hub locations

Arrival at SHL locations for testing
Order Temperature conditions will be a subcategory reference line

- Only one condition may be selected per order.
- External clients CAN NOT USE the “SHL USE ONLY”

<table>
<thead>
<tr>
<th>Clinical</th>
<th>SHL USE ONLY</th>
<th>Rabies</th>
<th>Newborn Screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambient</td>
<td>Ambient</td>
<td>Refrigerated</td>
<td>Ambient</td>
</tr>
<tr>
<td>Refrigerated</td>
<td>Refrigerated</td>
<td>Refrigerated</td>
<td>Frozen (Research)</td>
</tr>
<tr>
<td>Frozen</td>
<td>Frozen</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Package Type Options: Cooler, Envelope, Bag, Box, Supplies, Tube, & other

- Multiple packages may be added to an order.
  - Example: 2 Newborn Screening envelopes can go within 1 order
Courier Request & Pickup

Place Orders through the client portal:
https://www.statcourier.net/ClientPortal

10:30 AM cutoff for standard pickups

Requests received after 10:30AM will be serviced as driver routes allow or be reflexed to the following day.

Emergency pickups: contact IHHS (formerly IDPH) for approval at (515) 242-5935 or toll free (800) 362-2736

Best Practice Tip: Placing pickup requests as early as possible allows for more efficient driver routing and more consistent service.
Courier Request & Pickup

Internal tracking of contents

Available by using reference lines 2 & 3 on the package
- DO NOT use reference line 1.

Options:

1. Enter total number of pieces in the package in reference line 2 & include shipping manifest within the envelope
   - Shipping manifest templates will be provided for completion
   - **NEWBORN SCREENING STRONG PREFERENCE IS USE OF IA BARCODE #**
   - ex: IA1234567
   - Or the use of hospital packing list with a sample identifier (MRN, IA barcode#, last name)
   - All manifests will be scanned & saved by SHL for tracking purposes.

2. Enter total number of pieces in package in reference line 3 (this is strongly encouraged for all sample types to assist SHL when accessioning samples to make sure what is sent is received per package)

**Newborn Screening Specimens must use option 1**
Arrival at SHL locations for testing

• Specimens are picked up every day and delivered by 10:00pm same day for testing to begin (newborn screening) or sample storage until the next morning (clinical).

• Every baby has the same opportunity for a healthy life regardless of which day or where they are born in Iowa.
Using STAT Courier’s Client Portal
Navigate to https://www.statcourier.net/ClientPortal

Enter your locations’ unique login details provided to you by STAT courier
If no login in details are provided by July 26th please reach out to SHL-courier@uiowa.edu
Main landing page will automatically be set to display the number of open orders for the day and total open orders.

Main landing page can be changed to automatically start on any tab by changing your preference under the My Profile tab.
# New order - Sender Information

1. Click New Order tab

2. “Your Name” field should auto populate with facility name on account profile

3. Fill in all fields with a red *
New order- Pick up & delivery details

Pick Up and Delivery locations can be searched by typing in field boxes or clicking the address book.

- All State Hygienic Laboratory addresses are available in the address book.

Contact name on Pick Up address: Enter the employee name placing the order.

Pickup & Delivery addresses can be saved for future all orders by checking the “Make Default” box below the instructions field.

- If your facility sends items to more than SHL location it is not recommended to set a default delivery address.

If your facility has special instructions for pickups, please include these the field box.
New order- Shipment Information

Select order temperature requirements by clicking hour glass of “Type of Spec” field

Ignore fields RefNo, RefNo3 & RefNo4.
New order- Shipment Information

Only 1 temperature selection can be selected per order.

Packages requiring different temperatures must be submitted as separate orders.
New order- Shipment Information

Standard Service Type will always be: “On Route On Call”
- Emergency pickups need to contact the SHL by phone for approval
Vehicle Type will always be: “Car”
Delivery Type will always be: “One Way Trip”
New order- Shipment Information

“Weight” & “Declared Value ($)” fields may be ignored
New order- Shipment Information

Click “Add/Edit Package”

Select from options of Bag, Box, Cooler, Envelope, Other, Supplies, & Tubes
New order- Shipment Information

1. Enter the number of packages to be sent in the "count" field & click "Set".
   - Reference lines 1-4 will populate for each package included in the count.
   - Ignore Reference lines 1 & 4

2. Enter the number of Specimens enclosed

   **Newborn Screening Clients:**
   Enter the number of specimen cards enclosed in the envelope in Reference #2

   **Non-Newborn Screening Clients:**
   Enter the number of specimen enclosed in Reference #3

3. Click "Set & Close"

Weight, Width, Length & Height fields may be ignored.
New order- Shipment Information

Select current date & time of order placement from “Pick UP Target From” drop downs.

DO NOT CHANGE FIELDS “Pick UP Target To”, “Delivery Target From”, or “Delivery Target To”. These fields auto adjust based on “Pick Up Target From” entry

10:30 AM cutoff for standard pickups

Requests received after 10:30AM will be serviced as driver routes allow or be reflexed to the following day by STAT’s dispatch team.

Emergency pickups: contact IHHS (formerly IDPH) for approval at (515) 242-5935 or toll free (800) 362-2736

Best Practice Tip: Placing pickup requests as early as possible allows for more efficient driver routing and more consistent service.
New order - Shipment Information

OPTIONAL: Senders can choose if they would like receive notification via email, text, or push notifications of the package status.

Please do not set notifications for Pickup or delivery locations.
New order - Shipment Information

Ignore all additional Options and the Grand Total displayed.

Click “Continue” when all fields are complete.
Thoroughly review the order for accuracy and click “Submit Order” if all is correct.

In this example “Your facility name” is submitting 5 Newborn Screening cards within 1 envelope at Newborn Screening-Ambient conditions to the State Hygienic Lab- Ankeny.
Order Review

Order has now been placed!
Tracking Number is shown at top.
Click “Print Labels”
Print Labels

Pop Up will ask to print all package item- select yes.

Attach labels to all packages in the order.
Tracking

Once an order has been placed orders may be tracked.

Filtering is available by:
- Tracking number
- Package type
- Service type
- Vehicle type
- Order submission date

Set desired filters and click "Show Results"
Tracking order status

If labels were forgotten to be printed, they may be printed by selecting the order in sample tracking.

Order status (i.e.- scheduled, driver assigned, pick up complete, delivery complete) can be reviewed on the tracking page.
Congratulations you have completed a pickup request!
Special access requirements?

• If your location requires special instructions for access to the building please reach out to STAT courier so that these instructions can be added to your profile
  – (i.e. use this door, or obtaining a key card)
Resource tools

A PDF walk through guide of the ordering process & recording of the webinar are available at the State Hygienic website.

http://www.shl.uiowa.edu/index.xml

July 18th, 2023 Webinar video:
https://uicapture.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=3f5eb61a-7a6b-43d9-aa8f-b043012b7ae6
STAT Courier Contact Information

Account Number: 1142  
Website: https://stat-courier.com

Customer Service (Available 24/7):  
Direct Line: 636-561-2518  
Toll Free: 888-592-7828  
Email: dispatch@stat-courier.com
State Hygenic Laboratory- STAT Courier Self Walk-Through Guide

Questions? Please email: shl-courier@uiowa.edu

uiowa.edu

2490 Crosspark Road
Coralville, IA 52241-4721
(319) 335-4500
(800)421-4692
(319)335-4555 (fax)

DMACC Campus
2220 S. Ankeny Blvd
Ankeny, IA 50023-9093
(515)725-1600
(515)725-1642 (fax)

1838 Highway 86
Milford, IA 51351-7267
(712)337-3669 ext. 6
(712)337-0227 (fax)
State Hygienic Laboratory- STAT Courier Self Walk-Through Guide

Thank you

uiowa.edu
IOWA