

Shipping Information for Health Departments and Hospitals

Currently, all Tennessee health departments and birthing hospitals may utilize the Department supported courier service for pickup of newborn screening specimens and shipment to the Newborn Screening Laboratory. This service is provided by Crosstown based in LaVergne, TN.

The courier is scheduled to visit each site after 5:00 PM local time to pick up the specimens and transport them to the state laboratory in Nashville by 7:30 AM the next day. Daily pickup and delivery is tracked using location barcodes and barcode labels. Each pickup location has a barcode identification label affixed to each lock box or nurse's station/window that is scanned by the courier when they arrive. This records the location, date, and time of the pick-up. A red-colored Nashville address label should be affixed to the outside of each package being picked up, and Crosstown provides barcode labels to be placed on each package as well. When packages arrive at the state lab, they are scanned again to record the date and time received at the lab.

Hospital and birthing facilities listed as Will-call/Call-in locations should notify Crosstown that a pickup is needed for that day by requesting pick up through Crosstown's email service at tdhcustomerservice@gocrosstown.com. Notification is required by 3:00 PM the day of pickup. In the event that email services are not available, the backup phone number is 800-727-5872. We encourage Will-call/Call-in locations to use the email address to ensure Crosstown's receipt of all pick up details and provide written verification of scheduling a pickup.

The laboratory courier contact can be reached at LabNBS.Health@tn.gov or 615-262-6300 if you have any questions about this process.

Shipping Steps for Crosstown Courier Pickup

Below are steps to use to send the State Lab dried blood spot samples:

1. Ensure that the specimen is completely dry.
2. Place the protective flap over the top of the blood spots. *DO NOT tape the flap or fold the form.* The biohazard label should be placed on the outside of the flap of the form.
3. Place the form(s) in a paper envelope and **attach a red, Nashville courier label onto the shipping envelope.** Be sure to write in a return address or place a return address label.
4. If you are sending more than one form, rotate the forms 180° so that the blood-spots are not stacked directly over one another, but are alternated.
5. Specimens are now ready for shipment and should be taken to the designated pickup location within your facility. Make sure you take the time to locate your facility's pickup location and to find out the time of your daily courier pickups.
6. If there are questions regarding where to take your specimens for shipment or what time the courier arrives at your location, please contact your hospital laboratory and/or nursery.

Important shipment reminders:

- Do not bundle or hold specimens to ship multiple days at one time.
- Do not ship specimens in a plastic or biohazard bag. This can alter components of the blood and/or enzyme activity.
- Do not expose specimens to extreme temperatures or humidity.
- Specimens will be considered unsatisfactory if they are received more than 10 days after collection.