

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 are 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 800-727-5871 or 615-261-3278. 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.

State of Tennessee Dept. of Health Newborn Screening shipping steps for Primary Care Providers & Midwives via FedEx

The Tennessee State Lab wants Newborn Screening blood samples sent via FedEx for a reliable and trackable service. Below are steps to use to send the State Lab dried blood spot samples:

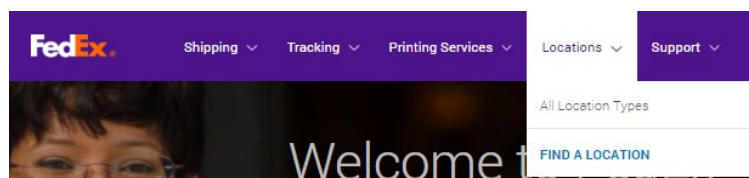
1. Use the FedEx Billable Stamp that was provided to you and affix to envelope exterior. FedEx will not bill you for this service.



2. Place dried blood spot samples in a FedEx Envelope or similar container/mailer. **Do not** place in a biohazard bag or any plastic or poly bag before placing in envelope.



3. Here are two ways to ship via FedEx to the State Lab:
 - a. Call 800.463.3339 for a pickup at your location.
 - b. Drop package off at a FedEx Office location, Authorized Ship Center.
 - c. For the best preservation of your sample DO NOT USE A DROP BOX.
 - d. To find the nearest FedEx location, go to www.fedex.com and search for FIND A LOCATION:



- e. If your location has an automatic daily FedEx pickup, just place package with your outgoing shipments.
4. Track your package to the State Lab via the tracking number of the Billable Stamp. See left side for a peel off tracking number sticker. Track your package at www.fedex.com.