

**To:** Tennessee metropolitan, regional, and county health departments  
**From:** Dr. Kara Levinson, Laboratory Director  
**Date:** Jan 14, 2026  
**Subject:** Courier service procedure during holidays and inclement weather

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The Tennessee Department of Health, Division of Laboratory Services (DLS) would like to reshare the procedure for communicating closures and the associated impacts on courier services and laboratory testing. This procedure was implemented in February 2024 and is currently in effect.

The DLS includes the Nashville Central Laboratory (NCL) and the Knoxville Regional Laboratory (KRL). Both laboratories adhere to the [state holiday calendar](#). During state holidays, both Nashville and Knoxville laboratories are closed and courier service is suspended.

When there are state closures due to inclement weather, DLS will communicate via email any changes in laboratory operations or courier schedule (ex. early pick-ups). Any time state offices are closed due to inclement weather, no courier service will be provided to Metropolitan, Regional, or County Health Departments. Courier service will resume when state offices re-open.

To ensure specimen stability during times of closure, please consult the [Laboratory Directory of Services](#) for acceptable specimen storage/transport times prior to specimen collection. If an urgent specimen pickup is needed during a laboratory closure, emergency courier services may be arranged by contacting the primary and/or secondary contact listed below.

If you have any questions, please direct them to:

Primary Contact	Sheri Roberts Laboratory Support Manager	<a href="mailto:Sheri.Roberts@tn.gov">Sheri.Roberts@tn.gov</a>	Phone: 615-262-6381 Cell: 615-545-1159
Secondary Contact	Lindsay Jolly Assistant Director, Laboratory Operations	<a href="mailto:Lindsay.Jolly@tn.gov">Lindsay.Jolly@tn.gov</a>	Phone: 615-741-7725 Cell: 615-767-7643

Thank you for your continued partnership.



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 Director, Division of Laboratory Services