

To: Birthing Facilities

From: Kara Levinson, PhD, MPH, D(ABMM), Public Health Laboratory Director

KSL 10/11/23

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Subject: Ordering Newborn Screening forms & Track-Kit

The Tennessee Department of Health Newborn Screening Laboratory has recently identified issues regarding forms and Track-Kit. To address this, **we are requesting that birthing facilities order newborn screening (NBS) forms directly from the Nashville Central Laboratory only**, please do not order forms from health departments or the Knoxville Regional Laboratory. Forms can be ordered by emailing DCLAB.supply@tn.gov or faxing a request to (615) 262-6455. When you request forms, please include the following information:

- Facility name (Hospital name, not unit or floor designation)
- Shipping address
- Phone number
- Contact person
- Quantity requested

We've become aware of some Track-Kit issues, to resolve them, please ensure the following:

1. If an error message appears stating "Unauthorized access and Unauthorized access to shipment", it means that the Specimen Control Number (SCN) was assigned to another facility. Click ok at the prompt and contact DaShondra Hanks at (866) 427-5768 ext. 2446 to report the issue immediately. **Do not hold the specimen.** Send it to the Nashville Central Laboratory for testing.
2. When scanning a specimen into a batch in Track-Kit, please be sure the specimen is shipped in the envelope with that batch. Track-Kit informs the laboratory which specimens should be included in a particular barcoded envelope. The packing list in each envelope should match exactly to the specimens in that envelope. When the specimen is not included in the correct envelope, this prompts an unnecessary investigation for a specimen that may show up in a different barcoded envelope much later.
3. The SCN is a unique identifier. When an individual scans the SCN barcode into Track-Kit twice, the system creates a second pending order for that same specimen. The second order must be cleared from the system. Please create only one order per SCN.
4. Be sure to use the barcode that is printed on the NBS form instead of keying in the SCN. Using the incorrect number causes Track-Kit to misidentify the specimen and can cause an issue when receiving the actual specimen.
5. Only lot number 7267723 W211 (Expiration Date 2/28/28) has been added to Track-Kit. If other lots are currently in your possession need to be added, please contact Kala Priester at (615) 262-6395.
6. If using the automatic threshold ordering feature in Track-Kit to place orders for NBS forms, please send an email to DCLAB.Suppy@tn.gov to place your FIRST order only. The laboratory must manually enter the first order into Track-Kit to activate the threshold ordering process. Thereafter, when initiating an order, the order will be placed automatically based on the threshold entered in Track-Kit.

Thank you for your continued partnership and assistance in solving these issues. If you have any questions or concerns, please contact labnbs.health@tn.gov or nbs.health@tn.gov.