

LOCK BOX USAGE GUIDE

Lock Boxes are useful tools that offer flexibility and efficiency for our clients.

[Please use this guide to support specimen viability.](#)

Lock Boxes should be placed in the most “sheltered” area of your building.
Please keep safety in mind: choose a well-lit location away from extreme wind is best.

Daily, please remove all delivery receipts, mail and supplies placed in your Lock Box by the courier.

DO NOT place frozen specimens in your Lock Box without coordinating with dispatch.

Mark Bagged Specimens according to Specimen Type:

Refrigerated- All individually bagged specimens are to be bar coded and clearly marked “Refrigerate”

Room Temp- All individually bagged specimens are to be bar coded and clearly marked “Room Temp”

Put specimens in Lock Box as close to your designated courier pick-up time as possible.

To prevent the possibility of a “Missed Pick-Up”: Please be familiar with your designated Courier pick-up time. If you will not have specimens ready for your designated Courier pick-up time, please call dispatch. We will be happy to inform the courier of the delay and the pick-up time will be adjusted accordingly.

Extreme Weather Conditions:

Do not allow specimens to be in the Lock Box for long periods of time.

If your office is closing early due to extreme weather, please call Dispatch.

Do not put temperature sensitive specimens in a Lock Box in extreme weather (example: CBCs) Please call Dispatch to arrange a pick up.

The Dispatch Desk

Local: 219-989-3700 option 3, option 2

Toll Free: 800-937-5521 option 3, option 2