



Rhode Island Newborn Screening Policy: Courier Service for Newborn Screening

1.0 Purpose

To assure that Rhode Island newborn screening specimens are picked up and delivered to the contractor New England Newborn Screening Program Laboratory (NENSP) within 24 hours after specimen collection. Specimens must be thoroughly dried

2.0 Persons Affected

Newborns, Families, NENSP Laboratory Staff, Rhode Island Department of Health, VNA of Care New England Newborn Screening Coordinator, Rhode Island Newborn Screening Follow-up Coordinator, courier, physicians, health centers, specialty clinics, nurses, home visiting.

3.0 Policy

The Contractor New England Newborn Screening Program Laboratory (NENSP) will provide through a subcontract, courier services to pick up specimens daily Monday through Friday at RI's six maternity hospitals (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) and deliver specimens to the NENSP Laboratory the next day. Specimens will also be picked up on Saturday from Women and Infants Hospital and delivered to the NENSP Laboratory on Monday.

4.0 Responsibilities

- 4.1 The VNA Newborn Screening Coordinator is responsible for ensuring that all newborn screening specimens sent by RI's six maternity hospitals (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) are delivered to the NENSP Laboratory by the courier.
- 4.2 The VNA Newborn Screening Coordinator is responsible for informing RI's six maternity hospitals (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) of changes to the courier service pick up time due to holidays, inclement weather, or emergencies.
- 4.3 The VNA Newborn Screening Coordinator is responsible for providing RI's six maternity hospital (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) with courier Saturday special delivery stickers for holidays, inclement weather, or emergencies.
- 4.4 RI's six maternity hospitals (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) will contact the VNA

Newborn Screening Coordinator with any courier issues or if courier has not picked up specimens at **401-921-7619, 401-544-3984(pager number)**. Hospitals can also contact the New England Newborn Screening Program Laboratory (NENSP) at **617-983-6300** if courier has not picked up specimens.

- 4.5 The VNA Newborn Screening Coordinator will contact the NENSP if a package has been lost, compromised, and for all other courier issues at **617-983-6300**.

5.0 Procedure

- 5.1 The courier will pick up the specimens from RI's six maternity hospitals (Women and Infants, Kent, Landmark, South County, Pawtucket Memorial, Newport) daily **Monday- Friday, between 2:00 pm – 5:00 pm**. Specimens are also picked up on **Saturday from Women & Infants Hospital between 12:00pm- 3:00pm**.
- 5.2 The courier delivers the specimen package from Monday through Thursday to the New England Newborn Screening Program Laboratory (NENSP) the next day by noon. Friday and Saturday specimens are delivered to the NENSP Laboratory by noon the following Monday. Sunday specimens will be picked up on Monday and delivered the next day by noon.
- 5.3 The VNA Newborn Screening Coordinator receives a daily report entitled "hospital check off list". This report list the six birthing hospitals in which a courier envelope was received by the New England Newborn Screening Program Laboratory (NENSP).
- 5.4 If the "hospital check off" list does not have a check mark near one of the six birthing hospitals, the VNA Newborn Screening Coordinator will contact the appropriate nursery or lab (depending on the hospital) to determine if courier picked up specimens on the day in question.
- 5.5 If the birthing hospital states courier package was picked up on the day in question, the VNA Newborn Screening Coordinator will obtain the courier tracking number from the hospital.
- 5.6 The VNA Newborn Screening Coordinator will track the courier pack via phone or on the courier's website. If the location states "out for delivery", the VNA Newborn Screening Coordinator will contact the NENSP laboratory at **617-983-6300**. **Out for delivery means package has been picked up but has not arrived at its destination.**
- 5.7 The NENSP laboratory will contact the courier to track the package. If the envelope is listed as "missorted" in the courier system, it generally scheduled for delivery for the next day.

5.8 If courier package is delivered a day late, the staff at the NENSP will enter a comment in the infant's record in CITREX, and notify the VNA Newborn Screening Coordinator via fax.

5.9 If the courier package is scanned at courier hub as received, but there is no other tracking information available, the staff at the New England Newborn Screening Program (NENSP) will notify the associates and cc: the courier Manager by email and phone.

5.10 If a specimen package is lost or compromised during transit please refer to the courier policy regarding lost or comprised packages.

5.11 Please view chart below for the courier schedule for RI's six maternity hospitals.

Code	Name of Hospital	Specimen Collection Completed by	Shipped by	UPS Pick up Time
R001	Women and Infants	Lab	Lab	Monday-Friday (2:00pm-5:00pm) Saturday (12:00pm-3:00pm)
R002	Kent	Lab	Nursery	Monday-Friday (2:00pm-5:00pm)
R003	Pawtucket Memorial	Nursing	Nursery	Monday-Friday (2:00pm-5:00pm)
R004	South County Hospital	Lab	Lab	Monday-Friday (2:00pm-5:00pm)
R005	Landmark	Nursing	Nursery	Monday-Friday (2:00pm-5:00pm)
R006	Newport	Nursing	Birthing Center	Monday-Friday (2:00pm-5:00pm)