

Phlebotomist Instructions

July 2016

This guide is offered to our vendors and contracted companies to help them safely and legally package and ship medical specimens to Mayo Medical Laboratories for testing.

Although this document makes many references of regulatory requirements, it is not intended to serve as a comprehensive training program for Department of Transportation (DOT) or International Air Transport Association (IATA) training requirements. We highly recommend that anyone involved in transporting medical specimens become familiar with the many governmental and airline regulations pertinent to these types of shipments. The US DOT website contains technical information about compliance with the Dangerous Goods regulations. These regulations apply to both ground and air transport. In addition, the IATA website provides information on airline requirements.

Various federal and international agencies have published rules and regulations that are available on the internet regarding the transportation of medical specimens. These include:

- ICAO** International Civil Aviation Administration
- IATA** International Air Transport Association
- DOT** Department of Transportation
- CDC** Centers for Disease Control
- TSA** Transportation Safety Administration
- FDA** Food and Drug Administration
- OSHA** Occupational Safety and Health Administration
- FAA** Federal Aviation Administration

For more information, call Mayo Medical Laboratories at 800-533-1710 and ask to speak with a Transportation Specialist.

As regulations, methods, and packaging materials change over time, we urge the reader to obtain the most current information available when shipping medical specimens. Refer to www.mayomedicallaboratories.com.

Note: Any individual who ships medical specimens to Mayo Medical Laboratories is required to complete Dangerous Goods training, per 49 CFR 172.704. Training and certification is available here:

<http://www.mayomedicallaboratories.com/education/online/dangerousgoods/index.html>

Objectives

This guide has been developed to meet the following objectives:

- Provide instructions for packaging specimens
- Provide information about supplies
- Use as a tool for training additional staff members

Specimen Integrity

Specimens must be packed and shipped properly for accurate testing, which helps ensure that patients receive optimal treatment. A specimen may not be viable for testing if it becomes too cold or too hot. It may be necessary to collect another specimen from the patient, which may delay treatment. People's lives may depend on our work.

Mayo Medical Laboratories' goal is to ensure that all medical specimens arrive at the testing facility:

- At the correct temperature for testing
- Intact in the container, without breakage or leakage
- In the shortest possible time
- In compliance with all applicable regulations

This guide has been prepared to help vendors understand their role in accomplishing these goals. By following the guidelines for proper specimen preparation, packing, shipping, and documentation, vendors can comply with regulations and safely transport Mayo Medical Laboratories specimens.

Packaging Specimens

After you register with MayoLINK on the Mayo Medical Laboratories website and you are assigned a "C7xxxxxx" account number, you can order the supplies described below at the following website: <http://www.mayomedicallaboratories.com/customer-service/supplies/pdfform.html>

Medical samples being transported to testing laboratories must be maintained at an appropriate temperature: ambient, refrigerate, or frozen

For convenience, biohazard bags, color-coded by temperature, are provided to you and client laboratories by Mayo Medical Laboratories. Additional bags may be ordered in bundles of 50 by using the numbers listed below:

- Refrigerate Bag – pink (T229)
- Ambient Bag – white (T027)
- Frozen Bag – yellow (T121)



Specimens must be separated by temperature, and each of these temperature bags must be packaged in a specific manner. Mayo Medical Laboratories provides raspberry-colored shipping boxes with Styrofoam (Styro) containers inside. Styro transportation coolers provided by Mayo Medical Laboratories contain appropriate labeling for dry ice and biohazards. Refrigerated Styro containers hold the cool packs needed to keep refrigerate/ambient specimens cool up to 48 hours.

All specimens must be shipped in a leak-proof container, regardless of transport temperature. The color-coded bags also contain material that can absorb the full liquid content of the specimen(s) placed inside.

The following pages provide vendors with detailed instructions for packaging specimens for shipping. This includes preparing the Styros, packing specimens at the appropriate temperature (refrigerated, ambient, and frozen), completing shipping documents (if required), and shipping specimens.

Preparing the Styros

Refrigerated and ambient specimens, if shipped together, may be packed in the same Styro. The lid of the Styro has a pink label to indicate Refrigerated Specimens and a white label to indicate Ambient Specimens. Specimens should be in temperature color-coded bags that should match the color of the label on the Styro lid. Put on gloves prior to placing the specimen bags into the Styros.

Packing Refrigerated or Ambient Specimens

1. A kit is provided for refrigerated and ambient specimens, which contains a refrigerated (pink) specimen bag, an ambient (white) specimen bag, and a FedEx return label. The ordering number for this kit is T760.
2. If shipping both ambient and refrigerated specimens in the same Styro, refer to the following diagrams to determine what temperature of cool pack should be used.
3. If shipping only ambient specimens, place the ambient specimens in the ambient (white) bags

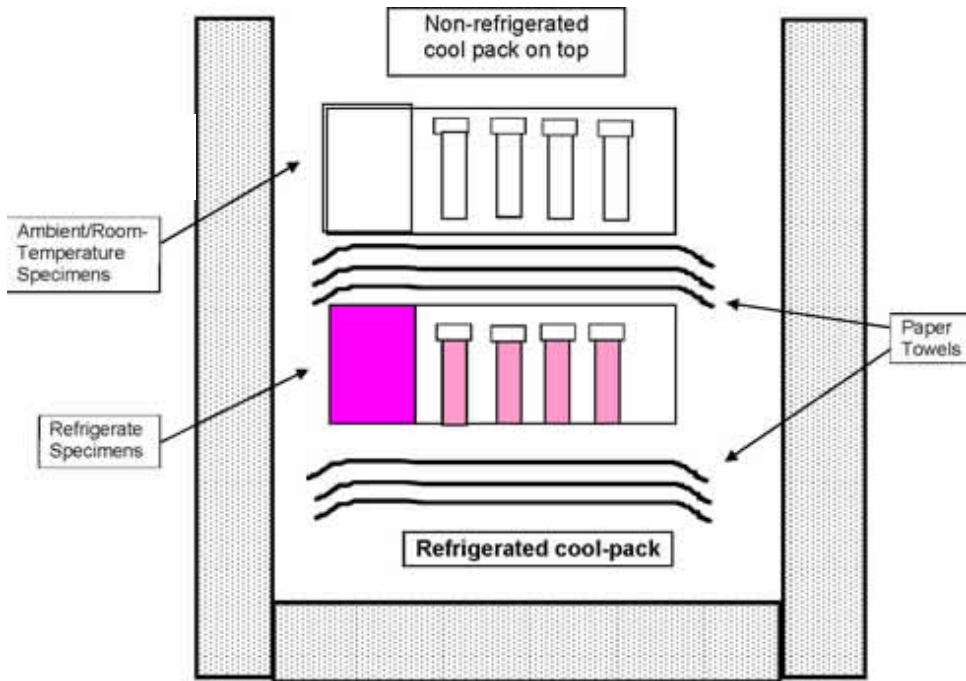


and place them in the bottom of the Styro. Put a room-temperature cool pack on top of the ambient specimens and place nothing underneath the ambient specimens.

4. If shipping only refrigerated specimens, place a cold cool pack in the bottom of the Styro.
5. Place three to four paper towels (for insulation) over the cold cool pack.
6. Place the refrigerated specimens in the refrigerated (pink) specimen bags. Insert the refrigerated (pink) specimen bag(s) into the Styro. Place two paper towels over the refrigerated specimens.
7. Immediately replace the Styro lid.

Refrigerate Shipping Container November through March

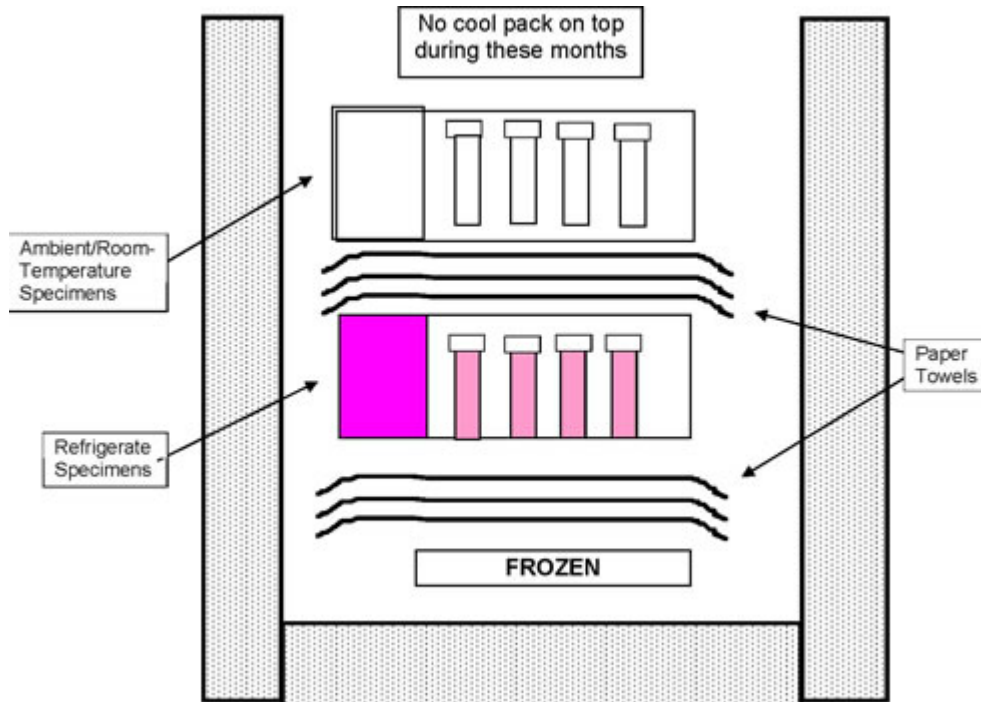
Diagram 1a



Refrigerate Shipping Container April through October

Diagram 1b

Frozen cool pack helps keep specimens from becoming too warm



Reminder – Do not use dry ice to freeze the cool pack; if dry ice is your only option, then remove the cool pack from the dry ice three hours before use.

Packing Frozen Specimens

Pellet dry ice is preferred. Block dry ice must be reduced to small pieces (1"-2") to minimize the chance of damage to bags and vials.

Dry ice is often available at supermarkets, butcher shops, or Walmart. For information about how to obtain dry ice, go to:

<http://www.dryicedirectory.com/>

1. A kit is provided for frozen specimens that contains a frozen (yellow) specimen bag and FedEx return label. The ordering number for this kit is T761.
2. Prepare the frozen Styro. The lid of the Styro will have a yellow label to indicate frozen specimens.
3. Locate the frozen specimens and place

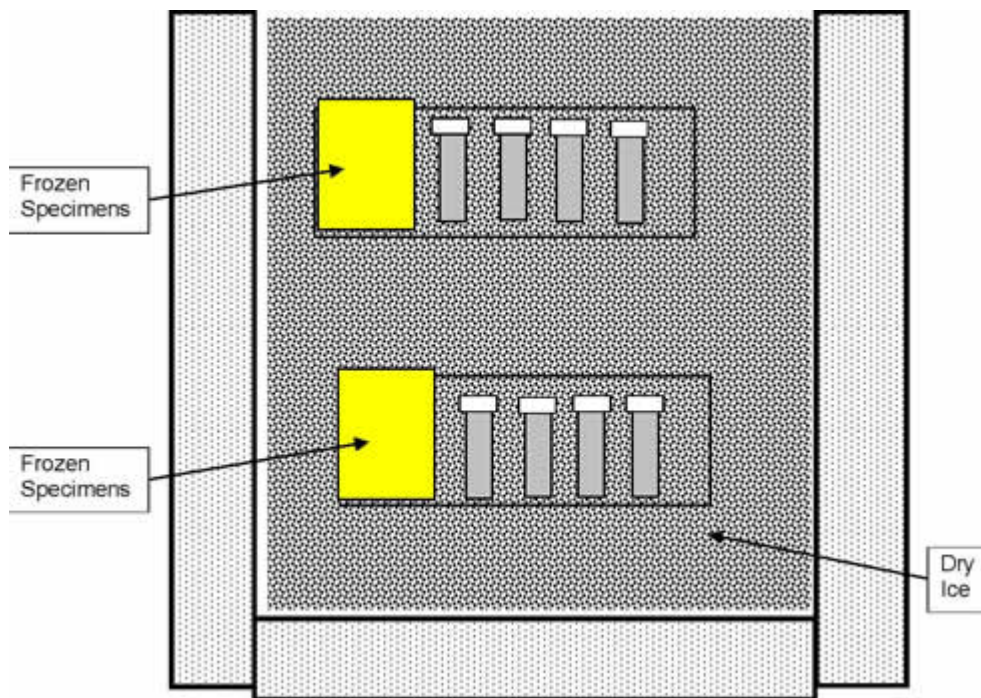


- them in yellow frozen bags.
4. Open the lid of the frozen Styro and place a 2-inch layer of dry ice in the bottom of the frozen Styro. *To avoid burns, always wear cloth gloves and safety glasses when handling dry ice.*
 5. Insert the yellow specimen bag(s) on top of the dry ice. If shipping multiple specimens, add bags only up to the line marked on the yellow sticker inside of the Styro. Cover bag(s) with more dry ice. Do not overfill, leaving enough room at the top to put the lid on securely.
 6. Immediately place the yellow-labeled "Frozen" cover onto the Styro.

Under normal conditions, 5 lb, or 2.2 kg, of dry ice will keep the specimens frozen until they arrive at the laboratory.

Frozen Shipping Container

Diagram 1c



Reminder – Do not fill the frozen Styrofoam shipping container too full of specimen bags. Leave room for dry ice on top of the topmost specimen shipping bag and make sure the Styrofoam lid fits tightly.

Packing Ambient Specimens

1. A kit is provided for ambient specimens that contains an ambient (white) specimen bag, as well as a FedEx Clinical Pak envelope and FedEx return label, all included within the raspberry-colored shipping box. The ordering number for this kit is T759.
2. Locate the ambient specimens and place them in the ambient (white) specimen bag provided with the ambient kit. The kits are designed to ship just one patient specimen. However, if there are fewer than five tubes, multiple patient specimens may be shipped in the same mailer.
3. Insert the ambient (white) specimen bag into the small Styro within the raspberry-colored box.
4. Seal the box with tape and place it into the FedEx Clinical Pak mailing envelope.
5. Place the FedEx return label on the outside of the FedEx Clinical Pak mailing envelope and tender with FedEx. The FedEx return label is pre-marked for Priority Overnight delivery.



Packing "Other Materials"

Sometimes materials that do not fit into Mayo Medical Laboratories specimen bags must also be packed and transported. Examples include paperwork or envelopes. Place envelopes inside of the Styro if they fit. Do not place envelopes alongside the Styros in the box. If items do not fit, contact Mayo Transportation for further instructions.

General Instructions for Packing Specimens

- Never overfill a Styro or compress the specimens. If the lid will not fit securely on a Styro, use another box.
- If specimens are not in Mayo Medical Laboratories bags or containers, please repackage them. Vendors should have extra temperature color-coded bags which can be ordered in bundles of 50.
- Do not leave a box containing specimens in an unlocked car. Always enter a facility carrying the box.

For additional assistance or questions regarding specimen packaging, supplies, or shipping, contact Mayo Medical Laboratories at 800-533-1710 or visit our website at www.mayomedicallaboratories.com.

Extra Supplies for the Vendor

Pack the vendor vehicle with the following items:

- Extra dry ice with cloth gloves and safety glasses if shipping frozen specimens
- Box of latex gloves
- Paper towels
- Packaging tape
- Extra biohazard color-coded by temperature bags

Always pack the boxes with the cool packs and dry ice just before leaving. Cool packs can freeze if left in a very cold car and dry ice can evaporate if left in a very warm car.

Shipping Instructions

The vendor will utilize shipping supplies provided by Mayo. Individual shipping kits, including a temperature-specific FedEx pre-printed return label, will be available to order through Mayo Medical Labs. The FedEx return labels have different versions whether the vendor is shipping with dry ice, or without dry ice (see examples below). Choose the appropriate kit and return label for Refrigerated, Ambient, or Frozen shipments.

Shipping: Preparing the Shipping Box

Close the shipping box and seal it with packaging tape.

If using the small Ambient Mailer Kit (T759), it must be sealed inside a FedEx MedPak envelope labeled for UN3373 Category B (included in the kit). The FedEx pre-printed shipping label will be placed on the outside of the envelope.





If shipping with frozen specimens, on the outside of the box write the weight (in kilograms) of dry ice being shipped on the Class 9 label printed on the box.

Note: The weight of dry ice (in kg) written on the box must match the weight of dry ice on the FedEx return label, usually 2.2 kg.

If shipping on a Friday, affix a FedEx “Saturday Delivery” sticker to the box.

Return label for frozen

Return label for refrigerate/ambient

<p>Invoice: Date : 29Feb16 Shipping : 0.00 Customer : C7035086 Weight : 7 LBS Special : 0.00 Phone : (800)593-1710 COD : Handling : 0.00 TRACK: 6531 7648 3406 DV : 0.00 Total : 0.00</p> <p>Svs: PRIORITY OVERNIGHT ICE Master 6531 7648 3406 TRK: 6531 7648 3406</p> <p>ORIGIN ID:RSTA (507) 555-1234 SHIP DATE: 29FEB16 THOMAS GRIFFIN ACTWT: 7.0 LB MAN TEST 2 XYZ PHLEBOTOMY CAD: 933170/CAFE2915 1234 MAIN ST DRY ICE: 2.2 KGS MAYO CITY, MN 55555 BILL SENDER UNITED STATES US</p>	<p>Invoice: Date : 29Feb16 Shipping : 0.00 Customer : C7035086 Weight : 2 LBS Special : 0.00 Phone : (800)593-1710 COD : Handling : 0.00 TRACK: 6531 7648 3370 DV : 0.00 Total : 0.00</p> <p>Svs: PRIORITY OVERNIGHT Master 6531 7648 3370 TRK: 6531 7648 3370</p> <p>ORIGIN ID:RSTA (507) 555-1234 SHIP DATE: 29FEB16 THOMAS GRIFFIN ACTWT: 2.0 LB MAN TEST 2 XYZ PHLEBOTOMY CAD: 933170/CAFE2915 1234 MAIN ST DRY ICE: 2.2 KGS MAYO CITY, MN 55555 BILL SENDER UNITED STATES US</p>
<p>TO TOM GRIFFIN MAYO MEDICAL LABORATORIES 3050 SUPERIOR DRIVE NW C7035086 ROCHESTER MN 55901 (800) 593-1710 REF: C7035086</p>	<p>TO TOM GRIFFIN MAYO MEDICAL LABORATORIES 3050 SUPERIOR DRIVE NW C7035086 ROCHESTER MN 55901 (800) 593-1710 REF: C7035086</p>
 <p>FedEx Express E</p>	 <p>FedEx Express E</p>
<p>TRK# 0221 6531 7648 3406</p> <p>RETURNS MON-SAT PRIORITY OVERNIGHT ICE 55901</p> <p>MN-US</p>	<p>TRK# 0221 6531 7648 3370</p> <p>RETURNS MON-SAT PRIORITY OVERNIGHT 55901</p> <p>MN-US</p>
	

Dry Ice

Dropping off your shipment

If the vendor tenders the shipment at a FedEx location, the FedEx location must be staffed and have a Dangerous Goods person on duty. Take the shipping boxes inside and hand them over to the counter receiving person.

Please keep your FedEx tracking numbers for two weeks. Should we need to search for a shipment, we will rely on the vendor to provide the FedEx tracking number from a particular day.

If there are any issues with tendering the shipment, or anything that you think we should know about the shipment, please follow the instructions below:

1. Call 877-508-9797.
2. After the recording, clearly and slowly state your name, company, city, state, air bill number, the number of boxes sent, and the issue.

It is important to make this call within a few hours. Mayo Medical Laboratories will need this information urgently if the shipment doesn't arrive on time.

Transportation Specialists

Thank you for providing our clients with safe, dependable, and timely service. Vendors are in charge of transporting extremely precious, and often irreplaceable, human blood, tissue, and other specimens. Mayo Medical Laboratories Transportation Specialists are in the office from 0600 to 1630 central time, Monday through Friday. Also, the MML Call Center is available 24 hours per day, 365 days per year for emergencies. The toll-free number is 800-533-1710.