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Date: May 1, 2018

Laboratory Update:

After-hours Specimen Transport – Warm Weather

Dear Healthcare Provider:

Lenco Diagnostic Laboratory, Inc. would like to take this time to thank you for choosing us as your clinical reference laboratory. The purpose of this letter is to enable us to process your patient's specimens in the most timely and accurate manner possible.

SPECIMEN LOCKBOX

The Lenco lockbox is provided for your convenience to leave laboratory specimens for pickup after your office closes. It is important to note that the lock-box needs to be left in an area that is accessible to our couriers. If the lockbox is left inside an office building, please ensure that the courier will have entry access to the building. We recommend that the lockbox be placed in a location that is not subject or exposed to extreme temperatures. After-hours courier pick-up times can vary due to various reasons, such as weather, traffic, vehicle malfunction, etc., so it is important that the courier has after-hours access and that the specimens are properly preserved.

WARM WEATHER (TEMPERATURE > 60° F) ☀️

Refrigerated samples need to be kept cool. This is easily accomplished by placing an ice pack inside the lockbox. We recommend wrapping the ice pack in a small towel. This keeps the specimens from having direct contact with the ice pack and inadvertently freezing them. If your office needs some reusable ice packs, we can furnish you with a few. **To request reusable ice packs, please contact our customer service department at 718-232-1515, ext 9.**

- If refrigerated specimens must be placed in the Lenco lockbox, place all of refrigerated specimens in a specimen transport bag. Line the bottom of the lock box with 2 large or 4 small towel-wrapped or ice packs. Next, place the transport bag containing the refrigerated specimens on top of the ice packs.
- If the room temp specimen(s) must be placed in the Lenco lockbox, place the specimen(s) in the transport bag and label it "Room Temp". Place the labeled "Room Temp" bag in the lockbox. If there are refrigerated samples in the lock box, place the "Room Temp" transport bag on top of the refrigerated transport bag.

If you have any questions, please do not hesitate to contact your Lenco Sales/Service Representative or our Client Services Department at 718-232-1515, ext 9.

Best Regards,

A handwritten signature in black ink, appearing to read "Elena", with a long horizontal flourish extending to the right.

Dr. Elena Agranovsky
Medical Director