Shipping Clinical Specimens to PHEL

Guidance for Clinical and Commercial Laboratories

Specimen Labeling:

Submit specimens which are properly packaged, labeled and with the required documentation to ensure timely processing

1. Label each specimen with a minimum of two patient identifiers (e.g. the patient's name and date of birth).
2. A printed test requisition form or a completed paper submission form should accompany each specimen. Fill out the requisition form as completely as possible.
    a. Providers are encouraged to submit specimens on our online ordering portal. Instructions to create an account for PHEL Orders and reporting account available here: Create an Account. Email LIMSIT.Services@doh.nj.gov for additional assistance.
3. Ensure the patient's name and DOB on the requisition form matches the specimen label exactly.
4. Record date and time of collection and specimen type.
5. Check the appropriate test requested.
6. Make sure all physician and clinical laboratory information is accurate to avoid reporting delays.

Specimen Rejection Criteria:

- Unlabeled specimens
- Incomplete specimen documentation (specimens MUST have an accompanying test requisition)
- Specimen leaked from container during transit
- Insufficient specimen volume for testing
- Inappropriate specimen type
- Specimen transported at inappropriate storage conditions

Packaging and Shipping:

1. Ensure samples are packaged Category A or Category B Infectious Substances, as appropriate, according to International Air Transport Association (IATA) Packaging Instruction 650.
2. PHEL accepts deliveries from carriers such as FedEx, UPS, and private couriers. Deliver to the following address:

NJ Department of Health
Public Health and Environmental Laboratories
3 Schwarzkopf Drive Ewing, NJ 08628
ATTN: SPECIMEN RECEIVING

3. Arrange for shipments to **arrive between the hours of 8am to 5pm on Monday-Friday**, excluding state holidays
4. Specimens received after 2:30pm on Friday, or on a weekend/holiday, may not be accessioned until COB on the following business day.
5. Additional questions regarding specimen shipping and receiving can be directed to PHEL.SpecimenReceiving@doh.nj.gov

For Weekend/After-Hours Specimen Arrivals:

Providers are encouraged to assure that your shipments arrive during regular business hours (Monday - Friday 8AM- 5PM). However, NJ PHEL recognizes that under emergency conditions, special provisions to receive specimens after hours may be required. There is a refrigerator located outside the receiving laboratory just inside the loading dock doors where specimens can be dropped off after-hours.

1. Ensure that the appropriate laboratory point of contact has been notified of any after-hours drop-off that occurs.
2. If emergency testing is required before the next business day, this testing must be approved in advance of delivery by the testing laboratory.

Instructions for Deliveries to PHEL via Private Courier

1. NJ PHEL is located on the NJ State Police Campus. Detailed driving directions to PHEL and a map of campus are available here: Visitor directions to PHEL
2. Use **GPS address of 1040 River Road**, which brings the driver to main gate of NJ State Police.
3. The side gate is closed on weekdays after 6pm and all day on weekends. The guard should be able to direct the driver to our building (5-story glass building- toward the back of the campus and the largest building- follow the yellow signs for PHEAL).
4. Approaching the PHEAL building (5-story glass building), follow signs directing deliveries to the BACK of the building. DO NOT DELIVER SAMPLES TO THE FRONT ENTRANCE.
5. Press the button at the lift gate and speak with security to be allowed through.
6. Follow the road along the back of the building to the loading dock. The loading dock is at the end of the building. DO NOT STOP HALFWAY to deliver the specimens to the agriculture door or refrigerator. Drive past the green house on the right and proceed to the loading dock at the end.
7. Park and walk into the building through gray doors marked by the check mark on the map.
8. Once in the building, drivers will use the phone in the hallway to call the receiving lab. Specimen receiving staff will answer the phone and come out to receive the specimens during normal business hours.
9. If there is no answer or it is outside of normal working hours (8:00-5:00), they are to deliver the specimens to the refrigerator in this hallway (the fridge is white and has a double door). ***There is a sign near the phone as to the number to call, and a sign on the refrigerator where specimens should be placed when delivered**.
10. If delivery persons are unsure of the delivery location, they should call 609-530-8387 to speak with specimen receiving staff.