



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Public Health

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Laboratory of Public Health

# Memo

**To:** NC Local Health Department Laboratories

**From:** Scott M. Shone, PhD, HCLD(ABB), Public Health Laboratory Director

**Date:** August 20, 2024

**Re:** Packaging and Shipping Guidelines for Specimens Submitted Through Local Health Departments

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The North Carolina State Laboratory of Public Health (NCSLPH) requests assistance from Local Health Department (LHD) laboratories to ensure all specimens submitted to NCSLPH through the LHD are appropriately packaged and stored for shipping through the NC DOA Medical Courier.

All samples submitted by external agencies through the LHD must adhere to the [NCSLPH packaging and shipping guidance](#). Specimens must be stored at the appropriate temperature, packaged in bags or cans, and placed in NC DOA Medical Courier bags with the appropriate transport temperature label on the Medical Courier bag. Specimens should not be placed in a box or any other container unless specified in [NCSLPH packaging and shipping guidance](#).

LHDs are responsible for communicating the packaging and shipping requirements to external submitters for any specimens brought to the LHD for shipping through the NC DOA Medical Courier. These submitters should be referred to the [NCSLPH packaging and shipping guidance](#). Shipping supplies can be ordered from the [NCSLPH website](#).

While it is not the responsibility of the LHD to repackage samples from external agencies, if a partner agency fails to comply with the packaging requirements, LHDs are asked to provide additional guidance or refer the agency to NCSLPH Customer Service for assistance. Specimens that are not packaged and stored correctly, including those in standalone boxes, may be rejected for pickup by the NC DOA Medical Courier.

Thank you for your assistance. Please contact the NCSLPH Customer Service team at 919-733-3937 or your [Regional Laboratory Improvement Consultant](#) with any questions.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH • STATE LABORATORY OF PUBLIC HEALTH

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