

Q: How does Beebe Laboratory Specimen Pick-up work?

A: We provide regularly scheduled specimen pick-ups Monday through Friday, with limited service on Saturdays. There are several established courier routes in Sussex County. Specimens are picked up each weekday during normal business hours and are transported to our laboratory for immediate processing.

Q: Who is my courier?

A: A Courier will be assigned to your practice and provide you with their cell phone number and scheduled pick-up times. Occasionally courier personnel will vary due to our staffing schedule.

Q: How do I contact my courier?

A: Couriers can be reached by calling, voice messaging or text. Clearly indicate your practice name, location, call back information and any special instructions. If your phones are switched to a service or are turned off please provide an appropriate back line or cell number so we can return your call. If you cannot reach a courier, call Beebe Healthcare Laboratory Client Services at 302-645-3241.

Q: How do I arrange for a specimen pick-up?

A: Regularly scheduled pick-ups can be established or you may call us as-needed. If you have arranged for regular pick-ups your courier will check-in as scheduled.

Q: What are the hours for specimen pick-up?

A: Your courier will work with you to establish pick-up times. Sometimes traffic conditions and other unforeseen variables occur. If you have to leave the office before a scheduled pick-up, leave specimens in your Beebe-issued outdoor lab box. Please use an ice pack if required. If your office hours have ended, doors are locked or phones have been turned off, please provide us with further instructions.

Q. What if I have a specimen for pick-up after the cut-off time?

A: Cut-off times for each route are in place to ensure proper transport, handling and processing. If you have a specimen that will not be ready at your designated pick-up time, You may leave it in the outdoor lab box provided, or when appropriate, refrigerate it for pick-up the next business day. You always have the option of dropping off the specimen at one of our lab locations. Your courier can provide you with a list of drop-off locations, hours and instructions.

Q: How should specimens be prepared?

A: Specimens should be properly collected, packaged and labeled. A completed requisition must accompany each specimen. They should be placed in the outdoor lab box at a location available to the courier. If a specimen is kept in your office be sure it is accessible when the courier arrives. The integrity of patient specimens is a shared priority. Incomplete or improperly collected specimens will not be accepted without reconciling discrepancies. This delay can affect patient care and treatment.

Q: What if I require STAT test results?

A: STAT testing is available when tests are needed due to an urgent or life threatening condition. Once STAT specimens arrive at our lab they will be processed immediately. Please note we do not have a STAT courier service. We will pick up STAT specimens during our regularly scheduled pick-up time. The acceleration occurs once the specimen is received in the laboratory. There are 24/7 options for dropping off specimens at the Margaret H. Rollins Lewes Campus Laboratory and the South Coastal Health Campus Laboratory.

For questions or concerns about your pick-up or if you have not reached a courier call:
Beebe Healthcare Laboratory Client Services at 302-645-3241