

Will-call Courier Services for CHLA COVID-19 Specimen Pick-ups

Children's Hospital Los Angeles Department of Pathology and Laboratory Medicine is pleased to offer your practice will-call courier service for specimen pick-ups.

How do I request courier service?

- Call the PLM's Laboratory Call Center at 877-543-9522 to request a courier pick-up.
- Specify your practice name, location and phone number.
- Will-call courier requests must be made **at least 2 hours** prior to your practice closing.
- Will-call courier pick-up is **limited to one pick up per day per office**.
- Please attach a printed copy of the requisition, patient demographics, and insurance information (copy of insurance card) to each specimen being dropped off. Specimen must be properly labeled with full name, date of service, initials of collector and date/time of collection. WE REQUIRE TWO PATIENT IDENTIFIERS ON SPECIMEN
- **Store at 4°C (if possible) until pick-up.**

CANCELLATION: Cancellations must be called in a minimum of 1 hour before the scheduled pick up time.

FAQs

Q: Can I call DCS directly instead of CHLA?

A: No – please call the PLM's Laboratory Call Center at 877-543-9522. DCS will not accept requests for pick-up from anyone outside of CHLA.

Q: What if I have trouble with my pick-up/delivery?

A: Please call the PLM's Laboratory Call Center at 877-543-9522 to help resolve. These representatives have access to the DCS tracking online and can see if the sample has been picked-up and or delivered and who signed on both ends of the transport.

HMO patients not accepted at this time