



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

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KELLY KIMPLE • Director, Division of Public Health

SCOTT M. SHONE, PhD, HCLD (ABB) • Laboratory Director, State
Laboratory of Public Health

Memo

To: Submitters to the North Carolina State Laboratory of Public Health

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

Date: November 4, 2025

Re: Courier Schedules and Sample/Specimen Transport – Veterans Day, 2025

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** on Tuesday, November 11, 2025, in observance of Veterans Day. UPS and FedEx **will operate** on Tuesday, November 11, 2025. The NCSLPH DOA Medical Courier services will resume normal operations on Wednesday, November 12, 2025.

DOA Medical Courier:

1. **Will not** pick up specimens on Tuesday, November 11, 2025.
2. **Will** resume normal operations on Wednesday, November 12, 2025.

The NCSLPH will accept specimens for testing on Tuesday, November 11, 2025.

Please refer to NCSLPH [SCOPE Appendix A](#) or the [NCSLPH Specimen Storage and Shipping Guide](#) for detailed specimen storage requirements. Submitters must ensure that specimens and samples are stored using the proper conditions until the above couriers resume normal operations. Improperly stored or transported specimens may be rejected for testing. NCSLPH will request recollection of specimens if needed for testing. Please remember to notify DOA Medical Courier and SLPH if you are submitting frozen specimens for pickup on Wednesday, November 12, 2025, via email to slph.courier@dhhs.nc.gov. If you have any questions, please contact NCSLPH Customer Service at 919-733-3937, or call DOA Medical Courier Dispatch at 984-236-7160.

If submitters need courier bags, labels, or other specimen/sample submission supplies, they can be ordered on the NCSLPH Mailroom Supply Portal (<https://slphreporting.dph.ncdhhs.gov/labportal/>)

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