



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

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

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), Laboratory Director, State Laboratory of Public Health

Date: February 1, 2026

Re: Winter Weather Update: DOA Medical and MSC Courier Schedule and Sample/Specimen Storage Guidelines

Due to the winter storm, the NC Department of Administration (DOA) Medical and MSC Mail couriers will NOT operate statewide on Monday, February 2, 2026. Currently, FedEx and UPS are both reporting weather-related service delays due to the winter weather. The North Carolina State Laboratory of Public Health (NCSLPH) is working with all couriers to assess operations and assure specimens are delivered as quickly as possible.

The NC DOA will alert the NCSLPH if storm-related impacts continue to disrupt the DOA Medical Courier and/or MSC Mail Courier operations beyond Monday, February 2. NCSLPH will immediately notify submitters about any disruptions.

If your facility will be closed due to winter weather, please notify the NCSLPH via email at slph.courier@dhhs.nc.gov.

During the storm response, please ensure that specimens and samples are stored using the proper storage conditions until couriers resume normal business operations. Please refer to our [SCOPE Appendix A](#) or the [NCSLPH Specimen Storage and Shipping Guide](#) for detailed specimen storage requirements. Improperly stored or transported specimens may be rejected for testing. The NCSLPH will request recollection of specimens if needed for testing.

If you have any questions, please contact NCSLPH Customer Service at 919-733-3937 or call DOA Medical Courier Dispatch at 984-236-7160.