NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Public Health

JOSH STEIN • Governor
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DEBRA FARRINGTON • Deputy Secretary for Health
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, 2026

Re: Courier Schedules and Sample/Specimen Transport – Veterans Day, 2026

The North Carolina State Laboratory of Public Health (NCSLPH) DOA Medical Courier **will not operate** on Wednesday, November 11, 2026, in observance of Veterans Day. The NCSLPH DOA Medical Courier services will resume normal operations on Thursday, November 12, 2026. UPS and FedEx **will operate** on Wednesday, November 11, 2026.

DOA Medical Courier:

1. **Will not** pick up specimens on Wednesday, November 11, 2026.
2. **Will** resume normal operations on Thursday, November 12, 2026.

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 NCSLPH if you are submitting frozen specimens for pickup on Thursday, November 12, 2026, 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/.