

Courier Pickup Quality Measures

The South Bend Medical Foundation would like to share with you USPack's, formerly Medifleet, newly implemented quality measures targeted to improve your courier experience.

Whenever feasible an ELECTRONIC SIGNATURE will be requested which signifies that the client has confirmed all specimens have been picked up appropriately. If the courier arrives, and there is no one available for electronic signature, the courier will leave a standard form noting the date, time, number of bags, and their temperatures. The form will be left in the designated specimen pickup area. A digital image of this form will be captured. This form should be checked for accuracy as soon as possible, and a call placed to Client Services (1-800-950-7263) if you have any questions or concern.

A courtesy lock box "calling card" will be placed in the lock box each time the courier arrives for a scheduled pickup. The calling card will include the date and time the courier placed the card in the lock box. It is our hopes that this will prevent clients from placing samples in the box unaware that a courier has already been there. If you should see this calling card and have specimens that still need to be picked up, and you do not have a later routine pickup, please call Client Services at (1-800-950-7263). It will be determined whether your specimens will be stable until your next scheduled pickup or if an additional pick up is necessary.

[SBMF online Test Directory](#)

Questions: Please contact **CLIENT SERVICES 800-950-7263**

Technical Notices and Lab Alerts are distributed electronically.

Email addresses may be added/unsubscribed at our website: [Client Notices](#)

SOUTH BEND MEDICAL FOUNDATION

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