



Advanced Diagnostic
Laboratories

Dear Valued Client;

Over the past few weeks we have noticed a large number of frozen deliveries sent to National Jewish Health Advanced Diagnostics Laboratories are arriving thawed due to longer than expected delivery times from shipping agencies such as FedEx and UPS.

The majority of the impacted samples are scheduled for Saturday delivery, yet our laboratories are not receiving them until Monday, and sometimes Tuesday or later.

At this time, we are recommending that you do not use Saturday delivery unless it is imperative. Please ship the frozen samples either Thursday for Next Day Delivery or wait until Monday to ensure that samples do not thaw in transit and delay care for your patients.

Thank you for your attention to this important matter. If you have any questions, please call our Client Service Team @ 800.550.6227 or email ClinReflabs@njhealth.org.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Groshong".

Steve Groshong MD, PhD
Medical Director
Advanced Diagnostic Laboratories
National Jewish Health

njlabs.org | 800.550.6227 (toll-free) | 800.652.9556 (fax)

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