



Des Moines Laboratory Update

Date: December 5, 2024

Please be advised of the following protocol for sending STAT samples to MercyOne Des Moines Laboratory:

To ensure the timeliness of test results, it is advised that STAT samples not be given to routine couriers, as they are often in the middle of their routes. If this occurs, the samples do not travel directly from the client site to the laboratory, but instead continue along through the route, delaying the expedited testing process.

To avoid such delays, please contact our Customer Service Representatives at 515-247-4439 to request a separate courier for STAT pickups. This dedicated courier will proceed directly to our laboratory after collecting the sample, ensuring timely arrival and prompt processing.

We further request that clients ensure the sample has been centrifuged (if required) before requesting the STAT pickup to prevent further delays caused by the centrifugation process.

Lastly, we ask that STAT bags be used only for samples due for STAT testing, and not for those undergoing routine testing. Please use the link below to order any laboratory supplies needed, including specimen transport bags:

[Order Supplies Des Moines, Iowa \(IA\), MercyOne Des Moines](#)

Thank you for your cooperation.