



## Newborn Screening Bulletin 2016-6

July 12, 2016

### **Cards Expiring**

There is a batch of blood spot collection cards expiring **July 31, 2016**. Please check your stock and ensure that after this date you no longer use these cards for collection. Unused cards can be sent back to NSO. Cards where the sample is collected before the expiry date but received at NSO after the expiry date will still be tested. A repeat will not be required, but NSO will alert you that we received expired cards.

### **Purolator Delays**

NSO is experiencing delays in sample shipments because of increased shipment volumes at Purolator due to the possible labour disruption at Canada Post. In response to these delays once packages are in transit, NSO has scheduled additional pickups throughout the day from the Ottawa Purolator depot to have samples delivered to NSO as soon as possible once they reach Ottawa. Hospitals in the Ottawa region can look at feasibility of switching to the EORLA Regional run if you are not already using this.

NSO has also received reports of difficulties trying to schedule Purolator pick-ups for newborn screening samples. The "Helpline" and "Online Chat" options at Purolator are not currently available and provide only automated messaging stating that the service is temporarily suspended due to overwhelming demand.

Strategies to mitigate Purolator's decreased responsiveness for pick-ups reported as helpful by some midwifery practices include :

- Choose a larger window of time for pick-up. For example: Purolator may not accept a pick-up between 14:00 and 15:00 hrs. but can accommodate a pick-up between 12:00 and 16:00 and therefore will accept this timeframe.
- Schedule a day ahead if you can anticipate the need for a pick-up next day (based on the midwives' visitation schedules). Scheduling a day in advance may increase the chance of the request being accepted.

**NSO continues to track all shipments in transit and follow up on critical delays.**