

CIMBL				
Molecular Biology Laboratory	CIMBL SPECIMEN COURIER SERVICE			MBL-PD-Delivery
Rev#: 01	Issue date: 28-JULY-26	Author: C. Couch	Approved by: J. Smellie	Page 1 of 9

Public Document



CIMBL SPECIMEN COURIER SERVICE

For Registered Users

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1 PRINCIPLE AND METHOD OF THE PROCEDURE

The CIMBL Courier Service uses a delivery management system, *Detrack*, which allows CIMBL to offer registered clients a specimen delivery and tracking service with real-time notifications when their specimens are picked-up from their location and delivered to the laboratory. In doing so, CIMBL is able to track and monitor specimen turn-around-time (TAT), an ISO15189 and JCI requirement, while also provide clients better access to CIMBL's testing services.

(Applicable) Features of the Service Include:

- Live Delivery Tracking
- Route Planning
- Specimen Order Barcode Scanning
- Photo and/or Signature Proof of Delivery (POD) via the Courier Phone App
- Geotags and Timestamps to capture accurate POD time and location for accurate tracking.

2 TYPE OF SPECIMEN REQUIRED

All available tests are found via the ***CIMBL Test Request Form – Clinical Services***. Please also see the 'Accepted Specimen Type' section in the ***CIMBL User Manual - Clinical Services*** to see types of specimens required and all associated details. Test Request Forms and CIMBL User Manuals are located via the CIMBL website (www.hsa.ky/medical-services/cimbl).

3 PATIENT PREPARATION

Please see *CIMBL User Manual – Clinical Services* prior to specimen collection from patients for guidance, this will aid in avoiding unnecessary specimen rejection.

4 TYPE OF CONTAINER AND ADDITIVES

Please see the *CIMBL User Manual - Clinical Services* to access the 'Specimen Collection Guidelines' section for guidance on types of specimen containers accepted for each testing service.

5 ADDITIONAL REQUIREMENTS

Requirements for use of the CIMBL Courier Service would include adherence to the 'Specimen Ordering Procedure' of the *CIMBL User Manual*. Specimens will be rejected if they do not meet the outlined requirements. This includes required patient details on the accepted specimen container type, which also match the patient details on the Test Request Form or CERNER label for the submitted specimen.

6 SPECIMEN STORAGE

Please take note of the 'Transport and Storage Requirements' outlined for each CIMBL testing service, within the 'CIMBL Test Directory' section of the *CIMBL User Manual*.

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7 PROCEDURAL STEPS

1. Registering with CIMBL for the Courier Service:

Please contact the CIMBL Laboratory Manager to become registered for the CIMBL Courier Service. Contact details are located both on the *CIMBL Website* and via the *CIMBL User Manual – Clinical Services*.

2. Activate your Detrack Account:

The CIMBL Laboratory Manager will pre-register your location and details within the Detrack system. You will receive an email to activate your account, through the creation of your login details. Your account will be linked to CIMBL, the service provider, and you will automatically see CIMBL as a 'Contact' within the 'Contacts' section on your Detrack side bar. This will be useful for assigning an order later.

3. Main Portal:

The main Detrack portal is located within 'Jobs' tab, under 'Today's Jobs', found on the left side of the window. **Please select the 'Deliveries' tab to place an order.** This page shows your 'Deliveries' for the day (as in deliveries to CIMBL). Here you can place and order for pick up through the **'+ Add Delivery'** button, and view the status of all of your order.

To the left of the '+ Add Delivery' button, there are a few buttons – most of which allow personalisation of the Delivery Status bar. Within this window, there is also a second tab, 'All Jobs' which allows you to view all jobs that you have created in one place. This 'Deliveries'

page is also linked to a Calendar function, which allows overview of how many orders were placed by your location on each day according to their status (by a colour system).

Please Note: The ‘Collections’ tab is for orders *from* CIMBL *to* external locations. Orders placed via this function which does not allow the closing out of order that have been delivered to CIMBL, skewing the tracking system. **Please do not place specimen orders for pick-up under the ‘Collections’ tab.**

4. Placing an Order for Specimen Delivery to CIMBL:

Within the ‘Deliveries’ tab, select the ‘+ Add Delivery’ button to create for order for the day.

Deliveries

DELIVERIES

COLLECTIONS

All

Out For Delivery

Return

Search

Map

Create Delivery

All fields marked * are required. Learn more. You can always remove optional fields if you don't need them.

Job Details

Order No.

Auto-generated

Today's Date *

2026-07-29

Clinic Company Name

Enter some characters to start searching

Clinic Name

Pick Up / Collection Address

Deliver To

Delivery Address *

Close

Save

Timeline view

View Schedule

Back to Calendar

At Warehouse

0

On Hold

0

Export

Import Deliveries

+ Add Delivery

Person	Received By	Pick Up / Collection Address	Clinic Name	Deliver To

Enter job details: **1.** Clinic Company Name (Select from drop-down list), and **2.** Clinic Name (You will need to start retyping the Clinic Company Name for it to pop-up). This will autogenerate the remaining fields from the associate ‘Contact’ details for CIMBL. **3.** Scroll down to the ‘Item Details’ section and **select ‘+ Add Item’, to add any and all specimen orders for that day.** You will see a new entry pop up, which has fields that must be completed:

Item Details

+ Add Item

	Test Requested	Test Request Form Complete?	Sample Type	One Per Sample	Action
⋮				1	

				
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- A. *Test Requested:* Type the test name that you are requesting.
- B. *Test Request Form Complete:* [Open to comment]. Please remember that a Test Request Form is mandatory for specimen collection. This is available via the CIMBL website.
- C. *Sample Type:* Please comment the specimen type here. Accepted specimen type for each CIMBL test can be found in the CIMBL User Manual.
- D. *One Per Sample:* The unit should remain as '1' if only one specimen is collected for the associated test per patient. i.e. If 2 of the same samples are collected for the same test type for the same patient, then the value should be 2. However, if one patient requires multiple tests, then each test order will be separate – there will be multiple '+ Add Items' entered under Item Details for the same patient.
- E. Repeat process for multiple samples within the same order for that day. **Then press 'Save'.**

Once all Items (specimen orders) have been added, press the 'Save' button. Once your order has been saved, it is automatically received by CIMBL. You will see that an order is now visible via the Main Portal, and the tally next to The tiles: 'All', 'Info Received' and 'Unassigned' should all have a '1' in their tally. You can click these buttons to filter which items are visible in the orders list below. This will show on the main dashboard. If a separate delivery order on the same day, from the same location via '+ Add Delivery', the tally number will increase for all of those three tiles. However, any additional items should be added to the same order.

Deliveries
Experience an interactive demo on how to import jobs
04:16:29 pm Tue 28-Jul

DELIVERIES

COLLECTIONS
ALL JOBS
VEHICLES
COD

1

All

1

Info Received

0

Picked Up

0

Cancelled

0

At Warehouse

0

Out For Delivery

0

Completed

0

Partially Completed

0

Failed

0

On Hold

0

Return

1

Unassigned

0

Assigned

1 Order created to use for the day

Filter

1

Info received

Map

Order No.

Today's Date

Delivery Address

Tracking Status

Clinic Company Name

Job Status

POD Time

Reason

Received By

Pick Up / Collection Address

Clinic Name

Deliver To

DET6408635033

2026-07-29

CIMBL

Info received

Info Received

CIMBL

Showing 1 to 1 of 1 rows per page

Please Note: If you have multiple specimens to send to CIMBL on a given day, this order will remain open for all additional specimen entries until it is assigned to the CIMBL Courier. You will notice when the order(s) have been assigned as the 'Unassigned' tile will say '0' while the value in 'Assigned' tile will increase.

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5. Adding More Items to An Order that has been Placed (or already 'Saved'):

It is only necessary to place one order, per clinic, per day – as you should be adding additional items (additional specimens) to the same order throughout the day.

To add more items to an order that has already been created, click on the order in the Main Portal/ Deliveries page (located via 'Jobs' then 'Today's Jobs'). Scroll down and click, '+ Add Item' to add another specimen to your collection order.

The screenshot shows the 'Item Details' form in the CIMBL system. It features a table with the following columns: Test Requested, Test Request Form Complete?, Sample Type, One Per Sample, and Action. The table contains four rows of specimen data:

Test Requested	Test Request Form Complete?	Sample Type	One Per Sample	Action
BioFire Respiratory	Yes	NPS	1	[Icon]
SHP	Yes	Endocervical Swab	1	[Icon]
BioFire GI	Yes	Stool	1	[Icon]
SHP	Yes	Urine	1	[Icon]

At the top right of the form, there is a blue button labeled '+ Add Item'. At the bottom right, there are 'Close' and 'Save' buttons. A pink callout box on the right side of the form contains the text: 'Add as many specimens as needed throughout the day'.

In the instance that the order has already been assigned to the CIMBL Courier, but there are more samples to add before their arrival: Any orders placed and prepared prior to the CIMBL Courier's arrival are eligible to be collected on that day. Orders that have been 'Assigned to CIMBL Courier' will not permit additional samples to that particular order, and in instances where a last-minute sample needs to be added, a separate delivery order will need to be placed via '+ Add Delivery', and then also be assigned to the CIMBL Courier. You may need to contact CIMBL in this instance to notify of a last-minute sample if the driver arrives and this additional order has not been assigned. In this case, when the Courier comes to collect the orders, you will need to present the separate Shipping Labels, and the PODs (Delivery Receipts) for each additional '+ Delivery' order placed for delivery to CIMBL, for scanning and tracking purposes. Alternatively, the sample could be ordered for pick-up via the CIMBL Courier for the following day if you have missed the courier that day.

Please Remember:

- **One order per day means there is only 1 QR code to scan** and set of documents to prepare for the CIMBL Courier, for all of the specimens you have to send to CIMBL.
- **Many orders per day means multiple QR codes must be scanned and prepared for the courier.** A new QR code and unique order number is generated for each new order created by your location on that day. These are used for tracking and accounting for specimens.

				
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Example 1: Documents Required for 1 Order, 4 Specimens, Same Location:

SHIPPING LABEL + QR Code:

DET6408635033 1

SHIP TO:
CIMBL
2026-07-29

ITEMS:
1. BioFire Respiratory / NPS / qty: 1
2. SHP / Endocervical Swab / qty: 1
3. BioFire GI / Stool / qty: 1
4. SHP / Urine / qty: 1

4 PKGS

CIMBL 1 DELIVERY RECEIPT

ORDER NO.: DET6408635033

TODAY'S DATE : 2026-07-29 STATUS : INFO RECEIVED
REASON : N/A
PAID : N/A

CLINIC COMPANY : N/A
NAME :
CLINIC NAME : N/A PICK UP / COLLECTION ADDRESS : N/A

DELIVER TO :
CIMBL
CIMBL

NO.	TEST REQUESTED	SAMPLE TYPE	ONE PER SAMPLE	UOM	REJECT	REASON
1	BioFire Respiratory	NPS Test Request Form Complete?: Yes	1		0	
2	SHP	Endocervical Swab Test Request Form Complete?: Yes	1		0	
3	BioFire GI	Stool Test Request Form Complete?: Yes	1		0	
4	SHP	Urine Test Request Form Complete?: Yes	1		0	

NOTE : N/A

LAST KNOWN APPROXIMATE LOCATION (50 M RADIUS ACCURACY) AT TIME OF SUBMISSION :

ADDRESS : LATITUDE :
DATE TIME : N/A LONGITUDE :

Example 2:

Documents Required
for 3 Orders, 4
Specimens, Same
Location:

CIMBL 1

DET6408635033

SHIP TO:
CIMBL
2026-07-29

ITEMS:
1. BioFire Respiratory / NPS / qty: 1
2. SHP / Endocervical Swab / qty: 1

2 PKGS

CIMBL 1 DELIVERY RECEIPT

ORDER NO.: DET6408635033

TODAY'S DATE : 2026-07-29 STATUS : INFO RECEIVED
REASON : N/A
PAID : N/A

CLINIC COMPANY : N/A
NAME :
CLINIC NAME : N/A PICK UP / COLLECTION ADDRESS : N/A

DELIVER TO :
CIMBL
CIMBL

NO.	TEST REQUESTED	SAMPLE TYPE	ONE PER SAMPLE	UOM	REJECT	REASON
1	BioFire Respiratory	NPS Test Request Form Complete?: Yes	1		0	
2	SHP	Endocervical Swab Test Request Form Complete?: Yes	1		0	

NOTE : N/A

LAST KNOWN APPROXIMATE LOCATION (50 M RADIUS ACCURACY) AT TIME OF SUBMISSION :

ADDRESS : LATITUDE :
DATE TIME : N/A LONGITUDE :

CIMBL 2

DET6408639384

SHIP TO:
CIMBL
2026-07-29

ITEMS:
1. SHP / Urine / qty: 1

1 PKGS

CIMBL 3

DET6408639364

SHIP TO:
CIMBL
2026-07-29

ITEMS:
1. CIMBL GI / Stool / qty: 1

1 PKGS

CIMBL 3 DELIVERY RECEIPT

ORDER NO.: DET6408639364

TODAY'S DATE : 2026-07-29 STATUS : INFO RECEIVED
REASON : N/A
PAID : N/A

CLINIC COMPANY : N/A
NAME :
CLINIC NAME : N/A PICK UP / COLLECTION ADDRESS : N/A

DELIVER TO :
CIMBL
CIMBL

NO.	TEST REQUESTED	SAMPLE TYPE	ONE PER SAMPLE	UOM	REJECT	REASON
1	CIMBL GI	Stool Test Request Form Complete?: Yes	1		0	

NOTE : N/A

LAST KNOWN APPROXIMATE LOCATION (50 M RADIUS ACCURACY) AT TIME OF SUBMISSION :

ADDRESS : LATITUDE :
DATE TIME : N/A LONGITUDE :

CIMBL 2 DELIVERY RECEIPT

ORDER NO.: DET6408639384

TODAY'S DATE : 2026-07-29 STATUS : INFO RECEIVED
REASON : N/A
PAID : N/A

CLINIC COMPANY : N/A
NAME :
CLINIC NAME : N/A PICK UP / COLLECTION ADDRESS : N/A

DELIVER TO :
CIMBL
CIMBL

NO.	TEST REQUESTED	SAMPLE TYPE	ONE PER SAMPLE	UOM	REJECT	REASON
1	SHP	Urine Test Request Form Complete?: Yes	1		0	

NOTE : N/A

LAST KNOWN APPROXIMATE LOCATION (50 M RADIUS ACCURACY) AT TIME OF SUBMISSION :

ADDRESS : LATITUDE :
DATE TIME : N/A LONGITUDE :

If you have placed an order after the CIMBL Courier has already made his specimen delivery to CIMBL for that day: CIMBL staff will make a comment in the Notes for that order, and move the order/change the Delivery Date to the next available day.

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6. Waiting for Dispatch

The CIMBL Courier will be dispatched only after orders have been 'Assigned to' them. Once orders have been 'Assigned to CIMBL Courier' via CIMBL staff, the dashboard tiles will change - any orders in 'Unassigned' will move to the tally of the 'Assigned' tile.

Orders will be assigned to the CIMBL Courier around the same time every day between 1:30-2:00pm to allow clinics to compile specimens – including their Test Request Forms, the Shipping Label, and the POD (Delivery Receipt) for the Courier. The aim is to have a similar, known window of courier arrival time each day.

7. Courier Arrival at a Location and Delivery to CIMBL

When the courier arrives, they will be checking that each specimen listed on the Shipping Label and POD match the specimens presented to them for delivery to CIMBL. They will also in turn check that each specimen has a Test Request Form, and that each specimen is labelled with patient details on the specimen container itself. This way, in the event that each specimen is not in an individual biohazard/specimen collection bag, they can be matched with the correct, individual Test Request Form later.

The Courier will also request a signature for the order that they are picking up from a representative at each of the different locations.

The receipt of the order and input of data into the Courier App may change the order's status 'Picked Up'. At this time, it may still be possible to view the courier through the tracking link. However, if it is not possible, the order status will change to 'Completed' when the samples have arrived at CIMBL, indicating the end of the CIMBL Courier's collection route.

8 POTENTIAL SOURCES OF VARIATION

Potential sources of variation of the CIMBL Courier Service include:

- Change of courier person.
- Change of outlined route or availability of courier for specimen pick-up on any given day (i.e. due to traffic, traffic accidents, or other unforeseen circumstances).
- Possible change to courier/delivery service app used. Or any changes to the system, layout, or function of the courier/delivery service app by the software engineers.

9 REVISION/REVIEW HISTORY

Revision #	Revised by	Reviewed by	Date	Nature of revision	Supersedes
00	C. Couch	J. Smellie	1-JUL-2025	Original	-
01	C. Couch	J. Smellie	28-JUL-2026	Updates to Procedural Steps.	00