



COMMONWEALTH *of* VIRGINIA

*Department of General Services
Division of Consolidated Laboratory Services*

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Dear Customer,

This correspondence is to inform our customers of an important change to walk-in sample delivery procedures at the Division of Consolidated Laboratory Services (DCLS). This change is being made to ensure sample quality prior to testing at the laboratory.

Effective July 1, 2024, DCLS will no longer accept samples delivered directly by the customer to the laboratory after normal business hours (8:15 a.m. – 5:00 p.m.), on state holidays, or weekends with the following exceptions:

- Urgent or emergency public health laboratory testing requests may be delivered by the customer during non-business hours when the assigned after-hours response manager has been contacted using the DCLS emergency response phone number (804-335-4617).
- Samples may be delivered to the laboratory by the customer during non-business hours with a mutual agreement between laboratory personnel and the customer, and a confirmed arrangement for laboratory personnel to accept the sample from the customer upon its arrival.

These changes will not affect samples submitted by way of the DCLS-contracted courier. If you have any questions related to this new process, please contact Terri Harper, Sample Support Services Manager, at 804-648-4480 x140. Thank you for your patience and understanding with this change as we seek to ensure the quality-driven delivery of services by DCLS.