

IMPORTANT COVID-19 MESSAGE

The Wisconsin Laboratory Messaging System by the Wisconsin State Laboratory of Hygiene (WSLH) provides laboratory updates and alerts to designated contacts at clinical laboratories statewide.

To Contact Us:

- **Emergency WSLH Pager:** For emergencies (24 hours/day, 7 days/week), call the WSLH emergency pager at **608-263-3280**.
- **Communicable Disease Division Customer Service:** For routine questions (Monday - Saturday 7:45 AM – 4:30 PM and Sunday 9:00 AM – 4:30 PM), please call our customer service at **800-862-1013**.

Please share this message with others who may be interested and with those responsible for training at your facility. If you would like us to change the emergency contacts for your facility that are currently in our database, please contact WCLN@mail.slh.wisc.edu with your name, title, facility and city, email address and the changes you would like us to make.

WSLH EXPANDS WEEKEND HOURS OF OPERATION FOR COVID-19 PANDEMIC:~~~~~

To meet the needs for COVID-19 testing, the WSLH Communicable Disease Division (CDD) has significantly expanded hours of operation and is testing extended hours, 7 days a week. We also have expanded our weekend Customer Service and Specimen Receiving hours – please see table below.

CDD Customer Service and Specimen Receiving Weekend Hours of Operation:

DAY OF WEEK	SPECIMEN RECEIVING HOURS	CUSTOMER SERVICE HOURS
SATURDAY	6:00 AM – 4:30 PM	7:45 AM – 4:30 PM
SUNDAY	9:00 AM – 4:30 PM	9:00 AM – 4:30 PM

For urgent situations after hours you may call the emergency pager: 608-263-3280

GOLD CROSS EXPANDS SERVICE TO INCLUDE WEEKEND COVERAGE:~~~~~

To meet the needs for COVID-19 expanded testing 7 days a week, Gold Cross Courier has agreed to expand service to include weekend pick-up and delivery of specimens to the WSLH.

- Laboratories **must call Gold Cross Customer Service at 715-839-9989 before NOON** for a pick up that day. (Call as early as possible – DO NOT wait until the last minute)
- If pick-up is requested before noon, Gold Cross Courier will pick up the specimen(s) that day sometime in the afternoon or evening.
- Gold Cross Courier will deliver to the WSLH the next morning.
- If you miss the Noon cut-off for requesting pick-up that day and there is an urgent need for testing, contact a WDPH epidemiologist (**608-258-0099**) to authorize urgent pick-up. The WDPH will work with your laboratory to arrange for transport. Alternatively, you may arrange for transport at your expense via your own laboratory courier or with another commercial courier for delivery at the WSLH before 4:30 PM.
- DO NOT request a STAT pick-up from Gold Cross Courier; this can only be ordered by WSLH.

WEEKLY WSLH COVID-19 WEBINAR:~~~~~

Due to the rapid changes taking place regarding COVID-19 information, we will host a weekly webinar. Please plan to join the WSLH Communicable Disease Division (CDD) for an update on COVID-19 and testing at WSLH. We will provide updates and answer your questions from 12:00 to 1:00 PM.

Here is the link to register for the 3/25/20 webinar:
<https://register.gotowebinar.com/register/8619418401946820109>

Additionally, stay tuned for another very important COVID-19 message coming out later today or tomorrow!