

BULLETIN #53
September 27, 2011

Updates from Newborn Screening Ontario (NSO)

1) Unsatisfactory Sample Reports

You may have noticed that you have been receiving unsatisfactory mailers by fax and by mail in the past few weeks. NSO has moved to the process of faxing these reports in order to provide a written report of the need for a repeat sample as quickly as possible so that in turn, families can be called back for repeat samples as quickly as possible. The original report will follow by mail.

2) Shipping With Power / or Internet Outages

In the event that there is a power outage, or there are internet problems preventing you from scheduling a Canpar pickup online, you can have a stock of "labels on demand" in your office / institution and call Canpar to schedule a pickup.

Please see the attached documentation from Canpar relating to ordering Labels On Demand (please note you will need the internet to do this, so best to have some in stock!) and preparing the shipment.

To schedule a pickup call Canpar Customer Service at 1 800 387 9335. The message will prompt you to schedule directly through the phone or wait to speak with a representative.

3) Xpresspost™

NSO continues to receive some Xpresspost™ envelopes each day. As previously communicated, all submitters should be using Canpar, with the exception of a minority of submitters who have been instructed to use Purolator. The use of Xpresspost™ to ship newborn screening samples increases the chance that samples will be delayed in arriving at NSO. This leads to a delay in babies having their newborn screening sample tested.

If you are still using Xpresspost™, please stop shipping samples using these envelopes and contact Tammy St-Amant at 613-738-3222 x0 immediately. Tammy can assist you in transitioning to a different courier service. Please send any NSO Xpresspost™ envelopes that you have back to NSO.

These bulletins are circulated to keep you abreast of changes to Newborn Screening Ontario. Please share this information with any relevant personnel in your hospital / practice. If there is someone who would like to be added to this list, contact NSO at: (613) 738-3222, option #0 or at NewbornScreening@cheo.on.ca.