

BULLETIN #71
November 14, 2013

1) Remembrance Day shipping delays

Tuesday, NSO received far fewer NBS samples than expected. This decreased volume is likely a result of the absence of regular staffing at many submitting hospitals or midwifery practices who had Remembrance Day off as a statutory holiday and/or confusion as to whether or not to ship on Remembrance Day. Please note that NSO, CanPar and Purolator operations continue on Remembrance day and samples should continue to be shipped as usual. Delays in shipping increases the risk of a delay in diagnosis for a baby with a condition on our panel so it is important to do everything possible to minimize this risk.

2) Planning for the December holiday season

As we enter this merry season, please remember the following, so that all newborns in Ontario receive screening in a timely fashion:

- 1) **Do not batch samples** batching increases the risk of a delay in diagnosis for a baby with a condition on our panel. This is especially important with multiple statutory holidays in a row. Send samples daily, Monday-Friday (excluding stat holidays).
- 2) **Unsatisfactory samples – follow-up phone calls over the holiday period -**
Please prepare staff who may not regularly be the recipients of calls about unsatisfactory samples for this possibility and the process in your institution for organizing a repeat newborn screen.
- 3) **Scheduling sample pick-ups** - CanPar's holiday schedule can be found at: <http://www.canpar.com/en/ship/holiday.jsp>. Please note that CanPar only works until noon on Dec 24th and 31st; therefore you may want to enquire if it is possible for an earlier pickup that day. For the minority of submitters who must still use Purolator, they are closed December 25th-26th, 2012 and again January 1, 2013 for the holiday season.

It is imperative that all samples that are ready are shipped Dec 23, Dec 27, and Jan 2. Last year a significant number of babies required repeat screens due to a combination of batching, holiday down times in the courier system, and inclement weather.
- 4) **Supplies** – Ensure you have an adequate stock of newborn screening requisitionss and shipping envelopes.

3) Update on Newborn Screening Manual

There has been a printing delay for the newborn screening manual. If you had previously requested one, we still have your request and will distribute as soon as we receive them. We anticipate that we will receive them by the end of November.

Thank you for being a part of the success of newborn screening for all the babies in Ontario.

