

Memo

To: MAs
From: Management
Date: April 21, 2021
Re: Quest specimens

Every morning the **second late MA from the previous day** should check the Quest lock boxes to ensure the specimens have been picked up and retrieve the cold packs. This is to ensure that the cold packs are ready for use again and to make sure the courier came to collect the specimens.

If your office doesn't have the second late MA protocol in place, the phone MA from the previous day should be responsible for checking.