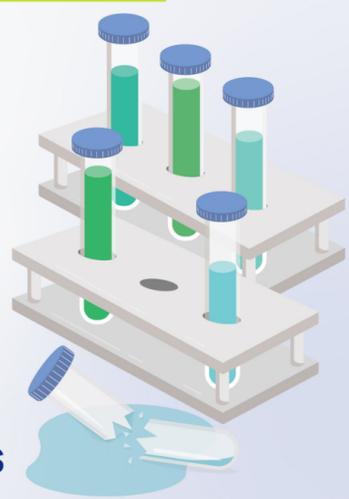


99% of Lab Professionals Say Courier Quality Affects Operations

What Does That Mean for Your Lab?

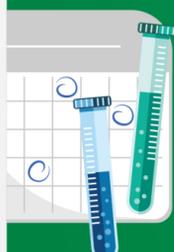
Courier errors have a significant impact on laboratory operations, leading to lost specimens, delayed workflows, higher costs and increased workloads for professionals across the industry. A recent survey by the College of American Pathologists revealed the true prevalence and impact that courier errors have on laboratory operations.



A Closer Look at the Prevalence & Impact of Courier Errors

Among lab directors, managers and supervisors:

56% said a courier error has compromised an irreplaceable specimen in the last year.



3X per month Survey showed respondents experienced 3 lost specimens per month, on average.

Among lab professionals:

84% reported delays/errors affecting timely patient results monthly.



Among respondents in supervisory roles:

90.2% experience courier-related disruptions monthly.



Among all respondents:

48.1% have stayed late waiting for the courier to arrive.

“

“One courier left the box of blood products in their trunk & it was **not discovered until weeks later.**”



“

“A STAT courier stopped at other locations while holding a sample for a NICU patient, resulting in a **redraw for our sickest and smallest patient population.**”



“

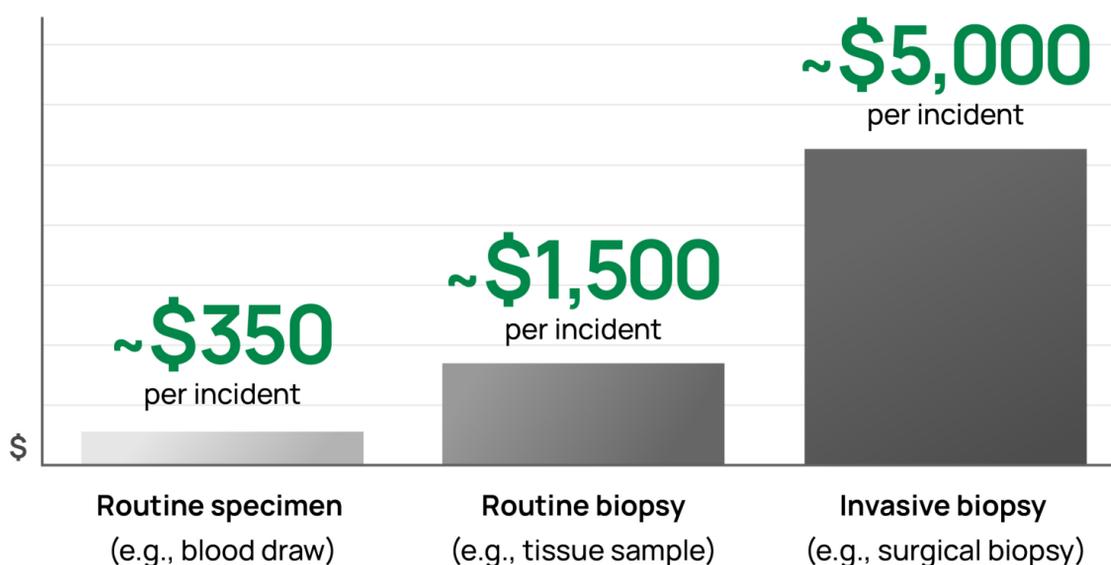
“There were over 300 samples for the referral lab and the **courier never came to pick them up.**”



The Cost of Mishandling Specimens is Far Reaching

Specimen mishandling during transport can be particularly disruptive to clinical care and the patient experience, and costly to laboratories and health systems.

Per Incident Costs²:



High-Quality Logistics Reduce Errors & Costs

20x

MedSpeed's error rate is 20X lower than industry averages, thanks to:

At MedSpeed, we understand the importance of reliability. **82.6%** of survey respondents consider courier dependability a key factor in lab partnership decisions.¹



100% employed, rigorously trained drivers



Advanced technology for routing & real-time tracking



24/7/365 local support

Since 2000, MedSpeed has partnered with labs across the country to optimize their transportation operations by developing reliable last-mile logistics that deliver lower costs and improved patient care.



Ready to see how last-mile logistics can drive your lab forward?

[Let's Talk.](#)



For more information, visit us at [MedSpeed.com](https://www.medspeed.com)

Sources:

- 2025 Survey Conducted by College of American Pathologists with 317 responses from lab professionals
- AHA; American Nurse Journal; Avalon Healthcare Solutions; British Journal of Cancer; Dermatologic Surgery; Health system websites; Laboratory Economics; Management Data; Medical Clinics of North America; L.E.K. interviews, research, and analysis