



**Smarter Dermatopathology**

Precision diagnostics powered by process excellence and innovation

# Clinician Resource Guide

**Salari Skin Pathology** <sup>LLC</sup>

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## About Us

Salari Skin Pathology is a CLIA-certified dermatopathology lab with nationwide reach. Combined with state-of-the-art processing, we significantly focus on technologies such as digital pathology, AI, and laboratory software system (LIS) to provide unparalleled efficiency and security.

We offer services nationwide and support practices in any U.S. state, subject to applicable licensing requirements. No matter where your practice is located, our complimentary overnight courier service ensures we are less than a day away.

We provide the highest quality care to you and your patients through our commitment to excellence, efficiency, accessibility, and education.

When you decide to work with Salari Skin Pathology, we make the transition seamless for you.

## Our Vision

To lead the future of patient diagnostics as the most trusted partner, driven by innovation, accuracy, efficiency, and physician-centered collaboration.

## Our Mission

- To **deliver innovative, precise dermatopathology solutions** that enhance diagnostic confidence and patient care
- To **foster physician-centered collaboration** through direct access, accountability, and shared clinical decision-making
- To **restore autonomy, quality, and professional integrity** in today's increasingly corporatized medical landscape

## Licensure, Certifications and Credentialing

Salari Skin Pathology maintains appropriate and required licensure. You may find copies of our [licenses and certifications](#) on our website.

If you require information about credentialing for our pathologists, please contact us.

# Contact Information

Practice Support	
<b>Phone</b> Our team is available from 9:00 a.m. to 5:00 p.m. Central time, Monday-Friday	<b>833.3 SALARI</b> <b>833.372.5274</b>
<b>Website</b>	<b>www.SalariSkinPath.com</b>
<b>Email</b>	<b>support@salariskinpath.com</b>
<b>Mailing address</b>	<b>3445 Washington Dr, Suite 207</b> <b>Eagan, MN 55122</b>

Billing	
<b>Phone</b> Our team is available from 8:00 a.m. to 5:00 p.m. Central time, Monday-Friday	<b>844.300.Bill</b> <b>844.300.2455</b>
<b>Website</b>	<b>www.SalariSkinPath.com/Billing</b>

## Why Salari Skin Pathology?

### Digital Pathology

We are one of the few labs in the country using Digital Pathology technologies, **to improve accuracy and reduce turnaround times**. This technology enables us to share digital images with clinicians and a network of pathologists within minutes.

### Efficiency

We provide **24-hour turnaround time** in most routine cases for full interpretations.

### Convenience

We provide **complimentary overnight shipping** (FedEx, UPS, or local courier) along with **biopsy and shipping supplies**, including specimen containers, requisitions, and essential materials.

### Connectivity

We offer **seamless integration** with your EMR, billing, and registration platforms through a secure, HIPAA-compliant interface. **Automated data exchange** enables real-time reporting while **streamlining requisition and specimen label generation** directly within your clinical workflow.

### Easy Accessibility

We believe in **direct, accessible communication** to support efficient care and strong clinical partnerships. Our dermatopathologists are readily available to review biopsy results and consult on complex cases.

### Hassle-Free Customization

As a physician-focused lab, Salari Skin Pathology provides **agile, responsive customization**. We rapidly tailor workflows and services to your practice's unique needs—**flexibility rarely found in today's increasingly corporatized healthcare environment**.

### Quality Assurance Measures

Our team and collaborating partners implement multiple quality assurance measures to **enhance safety, accuracy, and turnaround time** for you and your patients:

- Video recording of package opening and specimen grossing
- Barcoded specimens with electronic, end-to-end tracking throughout the lab workflow
- Visual “Matchmaker” reconciliation of each block and slide
- Secured work areas with lab table bumpers
- Click-seal specimen jars to reduce leakage risk
- Random retrospective case reviews to monitor diagnostic accuracy
- First-week onboarding support with private courier (i.e. UPS) shadowing of standard shipping workflows
- UPS® Virtual Drop Box for improved tracking and visibility
- Proactive Response® service for enhanced monitoring, package research, and delivery services.

## Key Policies and Regulatory Compliance

This section summarizes the core policies and regulatory standards governing our services.

### Medical Necessity

The Centers for Medicare & Medicaid Services (CMS) administers Medicare and other federally funded healthcare programs. Under Medicare regulations, payment is permitted only for services that are medically reasonable and necessary for the diagnosis or treatment of illness or injury. Documentation of medical necessity is required when applicable.

With limited exceptions, Medicare does not cover routine screening tests performed in the absence of signs or symptoms. In alignment with Medicare and Medicaid requirements, Salari Skin Pathology performs only medically necessary testing.

Some insurers may request additional clinical information to approve medically necessary testing. In most cases, the clinical details provided on the pathology requisition—including relevant history, symptoms, and prior diagnoses—are sufficient. A completed requisition is required for every specimen submitted (see [Requisition Form and Clinical Information](#)).

The ordering clinician is responsible for selecting tests that meet medical necessity criteria. However, our pathologists may add medically necessary stains or ancillary studies to establish a definitive diagnosis. For certain adjunct tests beyond standard immunohistochemistry, your office may be contacted for approval.

In some cases, Salari Skin Pathology may request additional patient information to support initial or resubmitted claims to CMS or other payors.

Ordering clinicians are responsible for understanding applicable National Coverage Determinations (NCDs) and Local Coverage Determinations (LCDs) and providing supporting documentation. LCDs are applied based on the testing laboratory's location. Some tests may require prior authorization, and certain states have additional requirements. We will notify you when applicable.

### Patient Privacy (HIPAA)

Salari Skin Pathology is committed to safeguarding protected health information (PHI) and maintaining full compliance with the Health Insurance Portability and Accountability Act (HIPAA).

### Medical Records Release

Patients may request their pathology reports directly from Salari Skin Pathology or authorize release to designated individuals or entities.

To request records, submit a signed [Release of Medical Records form](#) to [Practice Support](#). Records will be released only to the individual(s) specified on the authorization (e.g., clinician, legal counsel, insurer).

## Slide and Specimen Material Release

Release of slides, paraffin blocks, or other pathology materials requires a signed [Record of Loan Form](#), available online or through [Practice Support](#). Materials are released only to a treating clinician or medical institution and require approval by one of our pathologists.

Please allow up to 72 hours for processing before shipment. Standard delivery is ground. For expedited shipping, requesters may provide a FedEx or UPS label or carrier account number.

Materials must be returned intact within 14 days unless otherwise approved in advance. Slides or blocks cannot be released to third parties without prior authorization from the patient and/or ordering clinician. The recipient assumes full responsibility and chain of custody until materials are returned.

## Billing Information

Salari Skin Pathology is contracted with numerous federal, state, and commercial payors. Each pathology requisition must include complete billing information and a copy of the front and back of the patient's insurance card.

By law, CMS may only be billed for tests ordered by an authorized clinician. A valid NPI number is required to identify the ordering provider.

In some cases, collaborating laboratories may bill patients directly for technical and/or professional components of services.

Patients may receive an Explanation of Benefits (EOB) from their insurer. An EOB is not a bill. Payment should only be made upon receipt of an invoice from Salari Skin Pathology or a collaborating laboratory.

## Reflex Testing

Salari Skin Pathology utilizes an Approved Protocols Form, which allows you to preauthorize defined reflex testing when established criteria are met. This helps prevent delays and reduces the need for follow-up calls to your office.

If an Approved Protocols Form is not on file or does not apply, our pathologists may order reflex studies in accordance with accepted standards of care to establish a definitive diagnosis.

## Send-Out Testing

Some specimens require specialized testing performed by an outside reference laboratory. Certain send-out studies may also be initiated as part of reflex testing.

Outside laboratories bill independently and maintain their own billing policies. If the only requested tests are not performed by Salari Skin Pathology, specimens should be sent directly to the referral laboratory to preserve specimen integrity and avoid delays.

For questions, please contact Practice Support.

## Tissue Cultures and Microbiologic Testing

We perform histologic stains for microorganisms on formalin-fixed tissue. We do not perform microbial cultures or antimicrobial susceptibility testing.

Specimens requiring microbiologic cultures should be submitted directly to a clinical or reference laboratory specializing in microbiology to ensure proper handling, viability, and timely results.

## Sharps and Radioactive Materials

Salari Skin Pathology and its collaborating partners do not accept specimens containing sharps (e.g., blades or needles) or tissues containing radioactive materials.

## Accidental Receipt of Incompatible Specimens

On occasion, we may receive time-sensitive specimens for testing we do not perform (e.g., tissue cultures). We will attempt to contact your office for instructions. If we are unable to reach you, the specimen may be forwarded to an appropriate laboratory to preserve viability and support patient care.

## Delivery of Services

We strive to provide reliable, high-value services to our clinicians. However, we reserve the right to add, modify, or discontinue services in response to evolving clinical, operational, or business needs. Inclusion in this Clinician Resource Guide does not guarantee continued availability of all listed services.

## Dermatopathologic Studies Offered

### Routine light microscopy (H&E stain)

We accept various tissue types for routine dermatopathologic evaluation.

### Tissue Types Accepted

- Skin
- Oral, vulvar, and penile mucosa
- Conjunctiva
- Nail clippings
- Hair (alopecia testing): Specimens must be a punch or excision. Shave biopsies are not accepted.
- Sentinel lymph nodes
- Insects for identification/classification

### Fixative (transport medium)

All specimens must be submitted in 10% neutral buffered formalin unless otherwise specified. Exceptions include:

- **Suspected gout:** Submit the specimen fresh or in 100% alcohol (formalin dissolves urate crystals).
- **Keratinized or non-tissue materials** (e.g., nail clippings, skin scrapings, hair shafts, insects): Submit in a dry container without fixative.

### Immunohistochemical and Special Stains

Immunohistochemical and special stains are performed at the discretion of our dermatopathologists when needed to support a definitive diagnosis. Referring clinicians may submit requests for routine special stains.

### Direct Immunofluorescence (DIF) Studies

Follow standard submission requirements for specimen bottles, labeling, and requisitions. **Clearly indicate DIF on the requisition.**

If submitting tissue for both H&E and DIF, place the formalin container and the Michel's media container in the same biohazard transport bag and document both on a single requisition.

**Concurrent routine microscopy specimens must be submitted on a separate requisition form and in a separate biohazard transport bag from DIF specimen(s).**

### Fixative (transport medium)

- Place DIF specimens in a red-top Michel's transport medium. Tissue viability can be maintained up to five days in this solution.
- Specimens submitted in formalin **cannot** be processed for DIF.

### Melanoma FISH

**Specimen:** Representative formalin-fixed paraffin-embedded (FFPE) tissue block with H&E or unstained slides.

**Shipping:** Ship with designated carrier and FROZEN cold pack.

**Rejection criteria:** Improper specimen labeling.

### B- and T-Cell Clonality/Gene Rearrangement Studies

**Specimen:** Formalin-fixed paraffin-embedded (FFPE) tissue block or  $\geq 10$  unstained slides.

**Shipping:** FFPE block should be shipped room temperature or refrigerated.

**Rejection criteria:** Improper specimen labeling.

## Mohs-Related Specimens

We accept Mohs-related specimens only in the following scenarios:

- Medically necessary second opinion or consultation
- New margins not previously processed during the Mohs procedure

Indicate one of the following on the requisition when applicable:

- Specimen from a different site than the Mohs procedure, or
- Staging specimen submitted for final evaluation

**Note:** Insurance appeals may be required by the treating clinician.

## Consultations

Our dermatopathologists provide local and national consultation services. Submit:

- [Consultation Request Form](#), available on our website.
- Outside pathology report
- Clinical history and billing information
- Properly labeled glass or digital slides (two patient identifiers)

To prevent breakage, place slides in a securely closed plastic mailer, then in padded packaging and a sturdy outer package.

**Note:** Recuts may not show the same findings as original slides. If discrepancies arise, review of original material is recommended.

## Professional Component (PC)-Only Interpretation

When submitting slides prepared by an outside laboratory (TC slides) for PC-only interpretation by Salari Skin Pathology:

- Include a completed requisition with billing information and clinical history
- Ensure slides contain **two patient identifiers** (e.g., full name plus date of birth, MRN, or accession number) and match identifiers on the requisition
- Include the gross description, if available
- List identifying numbers on the requisition form for verification
- Submit all available tissue blocks to optimize turnaround time
- Package slides in a secure plastic slide mailer with padding and a rigid outer container to prevent breakage.

## Retention Requirements

Per College of American Pathologists (CAP) requirements, diagnostic materials must be retained for 10 years. If the originating facility cannot retain materials, Salari Skin Pathology will maintain custody as required.

## Turnaround Time

Salari Skin Pathology delivers rapid turnaround times without compromising quality. Most pathology reports are finalized within 24 hours of specimen accession. Cases requiring ancillary studies (e.g., immunohistochemistry, special stains) may take longer.

Reports are released immediately upon sign-out and transmitted electronically via our online portal, electronic interface, fax, or secure printer.

Priority	Definition	TAT
<b>STAT</b>	Medically necessary expedited cases (Mon–Fri receipt)	~ 24 hours
<b>Routine</b>	Standard processing (Mon–Fri receipt)	~ 48 hours
<b>Melanoma FISH</b>	Suspected melanoma	3–5 days
<b>B- and T-Cell Clonality/Gene Rearrangement Studies</b>	Suspected cutaneous lymphoma	7–12 days

**NOTE:** Transportation and additional testing may affect turnaround time.

### STAT testing

We offer expedited processing for medically necessary urgent cases. To ensure timely handling:

- Contact [Practice Support](#) for an Early AM shipping label.
- Clearly write **STAT** at the **top of the requisition**, which alerts our team to prioritize expedited review.
- Provide a direct clinician phone number.

**Note:** All Mohs cases are automatically prioritized as STAT.

## Connectivity with your clinic

Salari Skin Pathology and/or its collaborating partners may provide software, equipment, and related services to support installation of our web-based portal or integration with your EHR/EMR system.



All provided equipment and supplies are intended solely for submitting pathology requests to Salari Skin Pathology and receiving results. Ownership of all hardware and supplies remains with Salari Skin Pathology and/or its collaborating partners. Such equipment will be removed if it is no longer needed for the pathology services we provide.

Salari Skin Pathology reserves the right to discontinue or retrieve the provided equipment at any time.

## Pathology Orders

Pathology orders may be submitted through any of the following methods:

- Interface to your EHR/EMR
- Web-based Portal system
- Paper requisition
- Fax

## Report Delivery

Pathology results may be delivered through any of the following methods:

- Interface to your EHR/EMR
- Web-based Portal system
- Fax
- Remote printing
- Email

## Complimentary Biopsy and Shipping Supplies

You may access the Supply Order Form by visiting our website at:

[www.salariskinpath.com/clinician\\_resources/](http://www.salariskinpath.com/clinician_resources/)

Supply orders are typically shipped within 2–3 business days; however, please allow 4–5 business days from the date of your request for delivery.

For your convenience, the following supplies are provided directly to your clinic:

## Biopsy Collection Supplies

- Click-seal biopsy containers (20, 40, and 60 ml).
- Larger containers (90, 120, 240, and 500 ml) are available upon request.
- Michel's media
- Requisition forms
- Biopsy pads

## Shipping Supplies

- Carrier boxes for UPS and FedEx (small, medium, and large)
- Shipping labels (UPS and FedEx)
- Lab Pak bags
- UN3373 (Biological Substance) labels
- Zip-lock biohazard bags with an absorbent liner (6" x 9" and 8" x 10" bags).

## Additional Supplies

- Slide holder containers
- Dymo labels
- Patient billing information slips

## Specimen Collection, Labeling, Packaging, and Submission

Salari Skin Pathology is committed to delivering high-quality service throughout every phase of the laboratory process. Proper specimen collection, labeling, and packaging are critical to ensuring accurate, timely results. To help us maintain the highest standards, please use the recommended supplies and follow the guidelines below. We appreciate your cooperation.

### Specimen Collection Instructions

- Place tissue specimens in **10% neutral buffered formalin** immediately, unless a different fixative is specified for a particular evaluation.
- The formalin volume must completely cover the specimen and should exceed the specimen volume at a **15:1 ratio**. Inadequate fixation may delay processing.
- Place tissue directly into the formalin container **without secondary wrapping** (e.g., gauze, sponges, towels, netting). Do **not** wrap tissue in gauze or toweling, as these materials absorb fixative and may lead to tissue degradation.
- Do **not** send dry specimens unless explicitly requested in this Guide (see Acceptable Transport Media below).
- For re-biopsies or re-excisions, provide the **prior biopsy date and accession number**. If performed by an outside lab, include a copy of the **original pathology report**.
- Submit specimens from different sites or lesions in **separate containers**.
- **Secure lids tightly to prevent leakage** (a click should be heard when properly closed).

### Acceptable Transport Media

- **10% Neutral Buffered Formalin:** Standard medium for histopathologic examination.

- **Red-top Michel's Media:** Required for specimens submitted for direct immunofluorescence (DIF).
- **100% Alcohol:** Recommended only when gout is suspected.

### Unacceptable Transport Media

- 10% formalin with zinc
- Saline

### Requisition Form and Clinical Information

Providing concise but detailed clinical information is essential for accurate diagnosis. When possible, submit a clinical photograph via electronic order (if interfaced) or hard copy. Because histologic patterns may correspond to multiple diagnoses, clinical context significantly improves diagnostic accuracy.

Under CLIA (Clinical Laboratory Improvement Amendments) requirements, all specimens must be accompanied by a completed requisition form including:

- Practice ID number
- Patient's full first and last name (no nicknames; no initials alone)
- Date of birth
- Gender
- Complete address (include apartment number, if applicable)
- Insurance information or billing instructions (attach copy of front and back of insurance card)
- Date of collection
- Specimen source
- Time of collection, when appropriate
- Pertinent clinical history (chief complaint, history, symptoms, medications, allergies; avoid vague terminology such as "rule out" or "lesion." Instead, use specific language that clearly reflects your clinical impression, such as "low suspicion for melanoma" or "suspicious for SCC.")
- Test(s) requested
- ICD-10 code(s)
- Ordering clinician's name and address
- Authorized ordering provider
- Location where specimen was obtained (POS code):
  - POS 11 – Physician Office
  - POS 19 – Off-Campus Outpatient Hospital
  - POS 21 – Inpatient Hospital
  - POS 22 – On-Campus Outpatient Hospital
  - POS 24 – Ambulatory Surgical Center
- Admit and discharge dates, if applicable

**Note:** Incomplete information will delay processing. [Practice Support](#) will attempt to resolve discrepancies; however, a Discrepancy Resolution Form may be required.

## Labeling Specimen Containers

Use a chemical-resistant marker. Label the **BODY** of the container — not the lid.

Per the College of American Pathologists (CAP) requirements, each container must include **two patient-specific identifiers**:

1. **Full** patient name (no nicknames; first initial and last name acceptable)
2. One additional unique identifier:
  - Date of Birth
  - Medical Record Number (MRN)
  - Unique requisition number (labels provided on requisition)
  - Accession number
  - Order number

### **Additional requirements:**

- Clearly specify specimen site (not considered a unique identifier), especially when multiple specimens are submitted.
- Indicate the number of tissue pieces, if multiple.

**Note:** Missing identifiers may delay processing and require a Discrepancy Resolution Form.

## Additional Labeling

When applying additional labeling to the specimen container, such as requisition labels, do not obscure the fixative type. This ensures proper specimen handling and processing.

## Labeling and Preparing Slides

1. Each slide must include **two patient identifiers** (per CAP requirements).
2. Use a chemical-resistant marker or pencil on the frosted end of the slide. If space does not allow two identifiers, label the slide holder with two identifiers.
3. Place the specimen on the same side as the label.
4. Identify specimen site and laterality on each slide.
5. Place slides in a slide holder.
6. Wrap securely (e.g., bubble wrap or rubber bands) to prevent breakage.
7. Ensure that slides are completely dry before packaging to prevent breakage or adhesion to slide boards during transit or removal.

**Note:** Improperly labeled slides will delay processing and may require a Discrepancy Resolution Form.

# Specimen Packaging Instructions

## Regulatory Compliance

All biological specimen shipments must comply with applicable local, state, and federal regulations, including U.S. DOT requirements and applicable air transport standards established by the International Air Transport Association (IATA) and the International Civil Aviation Organization (ICAO).

Specimens known or reasonably suspected to contain infectious substances are typically classified as **UN3373 – Biological Substance, Category B**. These shipments must:

- Meet UN3373 packaging requirements;
- Display the UN3373 diamond marking; and
- Be labeled with the proper shipping name: “Biological Substance, Category B.”

## General Packaging Summary

- Place specimen containers in a biohazard transport bag.
- Insert the completed requisition form into the outer pouch (one requisition per patient).
- Multiple specimens from the same patient should be labeled A, B, etc., and placed in a single biohazard bag.
- Place biohazard bags into padded mailers and seal securely to provide protection in the event the outer packaging is damaged during transit.
- Place mailers into UPS or FedEx packaging and affix the return shipping label. Retain tracking information.

## Four-Layer Packaging Requirements

Generally, skin biopsy specimens with minimal likelihood of containing pathogens are classified as **exempt human specimens** and are not subject to the more stringent shipping requirements applicable to infectious substances—provided they are packaged to prevent leakage.

Even when classified as exempt, **four-layer packaging** is required to ensure safe transport:

### 1. Primary Watertight Container

- Use a leak-proof container with a secure, positive closure (e.g., screw-on or snap-on lid).
- Tighten lids firmly.
- If multiple fragile containers are placed together, wrap or separate them to prevent contact.
- Acceptable containers: glass or plastic jars, vials, or plastic specimen containers.

## 2. Absorbent Material

- Place sufficient absorbent material between the primary and secondary containers to absorb the entire contents in case of leakage.
- The provided biohazard bags include absorbent material.
- Acceptable absorbent material: cellulose wadding, super-absorbent packets, cotton balls, paper towels.

For liquid specimens, the absorbent material must be sufficient to prevent leaked contents from reaching the outer packaging or compromising cushioning materials during transit.

## 3. Secondary Watertight Container

- Place the primary container and absorbent material into a leak-proof secondary container.
- Acceptable options: sealed plastic biohazard bag (with outer requisition sleeve), plastic canister, or screw-cap can.
- Secure all secondary containers inside the supplied Lab Pak bag to help protect specimens if the outer box is compromised during transit.

## 4. Rigid Outer Packaging

- Use a new rigid shipping box provided by Salari Skin Pathology. Do not reuse boxes, including supply boxes previously received.
- Couriers (UPS or FedEx) may refuse visibly reused boxes.
- Acceptable materials: corrugated fiberboard, wood, metal, or plastic, appropriately sized for the contents.
- Chipboard or paperboard boxes are not acceptable

# Specimen Shipping, Storage and Pick-up Instructions

## Specimen Log

Include a completed **Specimen Log** listing all enclosed specimens with each shipment, and email the log to notify us of incoming materials. If expected specimens are not received, we will contact you. [Specimen Log](#) forms are available on our website.

## Shipping Boxes

Salari Skin Pathology and/or its collaborating partners provide shipping boxes, Lab Paks, and return shipping labels for specimen submission.

## UPS Shipments

Use the UPS Laboratory Box with the blue healthcare marking for visibility and compliance. When used with the provided return shipping label, these boxes meet applicable DOT and

IATA requirements for clinical specimens and UN3373 – Biological Substance, Category B shipments. Apply the UN3373 mark and shipping label according to instructions.

### FedEx Shipments

When shipping via FedEx, use a FedEx Clinical Box for increased visibility. A UN3373 label is required for applicable shipments and may be ordered from Salari Skin Pathology.

### Other Boxes

If a specimen does not fit in a UPS or FedEx box or Lab Pak, use a new, unmarked rigid box. Contact [Practice Support](#) for appropriate UN3373 and return shipping labels.

- Protect the shipping label with a clear plastic pouch or fully cover it with clear tape.
- Ensure the entire label is visible and securely affixed.
- Apply the UN3373 label according to provided instructions

### Specimen Storage

- Specimens in fixative (except RPMI) may be stored at room temperature.
- Specimens in Michel's media may be stored at room temperature for up to five days, including transit time.
- **May 1 – September 30:** Store and ship specimens, blocks, and slides on ice, particularly paraffin blocks. Do not ship blocks on Fridays during this period.
- **November 1 – April 30:** Protect specimens from freezing, especially if using outdoor or non-climate-controlled lockboxes. Place specimens in lockboxes immediately before pickup if freezing temperatures are possible.
- Specimens not in fixative (including those in RPMI for lymphoma studies) must be refrigerated.

If transportation is delayed due to weather or other conditions, maintain appropriate storage until shipment resumes.

### Specimen Pick-Up

- Specimen pick-up is arranged through UPS, FedEx, or a local courier. Contact [Practice Support](#) for scheduling details.
- To change pick-up days, times, or locations, notify [Practice Support](#) directly. **Do not provide instructions to courier drivers.**
- Will-call pick-ups are available outside your regular schedule. Please contact [Practice Support](#) at least three hours prior to the requested pick-up time.