Smarter specimen logistics.

You know clinical testing. We can help you deliver better results.
To capitalize on new opportunities, you need better capabilities.

Between now and 2020, IVD testing will increase by $20 billion\(^1\). Demographic changes, greater focus on preventive care, and other healthcare trends are driving higher demand for lab services. But, to capitalize on the emerging opportunities, you will need to provide levels of speed, efficiency, and reliability that your competitors can’t match.

Reimbursement rates are lower, creating powerful cost pressures for labs. In turn, those pressures drive a need to improve efficiency. But the clinical need for specimen integrity remains paramount. What cost-effective transportation options exist for the diagnostics industry that don’t put specimen stability on the line? And what can give you a competitive edge when you’re under pressure to do more with less?

The right specimen logistics provider can transform your business—by providing you with the speed and efficiency you need to outperform your competitors.

Growing market, shrinking returns.

Higher service utilization due to changing demographics and the Affordable Care Act brings welcome business, but lower reimbursement rates make margins thinner than ever. In such a climate, every business decision you make matters.

The essential role of diagnostics.

In-vitro diagnostics represent 2 percent of total healthcare expenditure, but inform 70 percent of medical decisions.\(^2\)

Invaluable for health. Essential for humanity.

Value of global molecular diagnostic testing.

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\(^1\) Frost & Sullivan’s Insights on the IVD Industry, August 2014
\(^2\) Jones, The Value of Diagnostics Innovation, Adoption and Diffusion, July 2005

The right specimen logistics provider can give your business the speed it needs for liftoff.
Specimen integrity and TAT: Both critical to your business.

**UPS knows what you’re most concerned about.**
That’s why we offer a range of services that can protect patient specimens and help ensure they arrive safely—and earlier, for optimum stability.

At the same time, you’re looking for opportunities to increase efficiency. With speed and spending increasingly being key criteria for your clinicians, you need to find more ways to streamline, simplify, and shorten turnaround time—without increasing costs.

That’s where the right specimen logistics provider can deliver an edge that keeps you competitive—and efficiency that can deliver results without compromising integrity.

Specimen integrity: Vital to lab, clinician, and patient.

**Specimen stability.**
More than ever, it’s critical to control variabilities in sample transport and storage, and provide consistent, speedy specimen transportation.

**Packaging.**
Rely on high-visibility, durable packaging that’s capable of protecting specimens.

**Monitoring and intervention.**
For time- and temperature-sensitive specimens, choose extra monitoring along the way—with the capability to intervene and expedite.

**Financial protection.**
When it matters, you can choose protection against the cost of expediting delayed specimen shipments.

Efficiency: Delivering a better customer experience—and a better bottom line.

**Specimen flow.**
When your clinicians use the UPS lab shipping portal, their shipments become visible to your lab supervisor, so specimen flow begins even before pickup.

**Inbound visibility.**
When you know what the next day’s inbound shipments will bring, you can staff appropriately.

**Turnaround time.**
You need specimens earlier to deliver faster results, so therapies can begin sooner. Time counts.
From draw site to lab, specimen integrity drives your results—and reputation.

Every bit of tissue, every specimen, is a part of a patient. We never forget that, and we’ve built a network, and a team of healthcare specialists that’s capable of moving, monitoring, and even taking action to protect individual shipments if they are at risk of delay.

Four ways UPS can help optimize specimen transport.

**Earlier delivery.**
Getting specimens processed sooner means getting results to clinicians faster, easing patient “anxiety time.”

**Monitoring and intervention.**
The unexpected sometimes happens. When it does, sophisticated technology can predict delays, and keep your at-risk shipments refrigerated, or re-iced, to preserve them.

**Better tracking.**
Visibility of specimens in transit lets you know where they are and when they will arrive. Smarter package-level data can help improve efficiency in lab operations.

**More efficient packaging.**
Your customers want ease of use, and you need specimen protection and cost efficiency. UPS Lab Paks provide all of that, in an easy-to-use, rugged form.

Powerful solutions, protecting specimens.

**We’ll deliver to you earliest, where we can.**
If volume and conditions allow us to, we’ll extract shipments for your laboratory early and make the earliest possible delivery to you so you can be in business before your competition have even opened their doors.

**UPS Proactive Response® and UPS Proactive Response® Secure.**
With UPS Proactive Response®, UPS can carefully monitor your critical shipments end-to-end. Dedicated logistics experts can intervene if needed with escalation and shipment rescue, according to your predetermined contingency plans. UPS Proactive Response® Secure adds a layer of insurance protection for the cost of expediting the shipment if necessary.

**Sophisticated monitoring technology.**
From pickup to delivery, logistics experts at UPS global control towers can keep a watchful eye on your most critical packages.

**UPS Temperature True® Packaging consulting.**
If you have needs that go beyond our standard packaging offerings, UPS’s experts can evaluate your current packaging to ensure specimen integrity and recommend opportunities to reduce costs.
In the search for new efficiencies, have you examined your logistics?

Efficiencies for you:

Pre-dawn early extraction
We can extract your inbound shipments from arriving aircraft ahead of other packages, and speed them to you long before regular scheduled delivery.

Earlier delivery than FedEx®
UPS reaches more U.S. ZIP codes by 8:00 AM than FedEx.

Transportation mode optimization.
Unlike some other logistics providers, our ground and air networks are integrated. That means if you can make use of ground efficiencies, you’ll receive those packages at the same time as your air shipments. One driver, one early delivery. This may let you increase production volume, yet decrease your transportation spend.

Smart labels:
When your clinicians use the UPS lab shipping portal, you can access information you need about the next day’s inbound shipments from them, so you can staff accordingly, in advance.

Efficiencies for your clinicians:

Onboarding assistance
Get clinicians up and running quickly with ready-made communications and training from UPS.

Lab shipping portal from UPS
Your clinicians will appreciate this simple online shipping portal that lets them quickly create shipments to your lab with less chance of error. Plus, their UPS pickup is scheduled automatically, as soon as they create a shipment to you. No phone call is necessary—so no specimens get forgotten.

Dedicated phone help
UPS lab shipping specialists are available to solve your clinicians’ challenges at 1-844-4-UPS-LAB.

Flexible pickup time
Your clinicians can schedule a regular pickup time that works for them.

For labs, turnaround time isn’t the only differentiator. Costs count, too—and for your clinicians, time is money.

Your competition is continually seeking new ways to streamline processes, looking to shave time wherever possible.

One additional area you should consider: your logistics. UPS offers many ways to make things faster and easier—for you and your clinicians—by speeding specimens to your facilities, with greater visibility than you probably now have.
The market has never been more challenging. Here’s how UPS helps labs compete and win.

**A Competitive Edge**
UPS can provide you with speed, efficiency, and reliability to help you compete. That means customers choose you over others—and stay loyal to you, because you help them treat their patients more effectively.

**Happy Customers**
From providing you with customer onboarding help, to a special shipping portal and dedicated telephone support, UPS helps you provide a better customer experience every step of the way.

**Best Possible Efficiencies**
UPS can help you staff to match inbound work, optimize your use of cost-effective ground services, and optimize specimen stability levels to new heights with early delivery and monitoring and intervention services.

**Waves of Opportunity**
- Aging global population
- Growing newly insured population
- Advances in technology
- Specimen logistics optimization

**Constant Storms**
- Cost pressures
- Optimizing specimen stability
- Competitive pressures
- Need to find efficiencies

**Winds of Change**
- Declining reimbursements
- Growing regulatory pressures
- Rising patient expectations

**At UPS, It’s A Patient, Not A Package.**
These companies handed us their biggest logistics challenges. Here’s how we solved them.

Lab portal gives MyGenetx excellent visibility on inbound specimens.

Company:
MyGenetx offers genetic testing, prevention testing for cardiology patients, and other clinical laboratory services at its Franklin, Tenn., facility.

Challenge:
MyGenetx initially used a shipping company for transporting specimens. However, the carrier offered limited ability to track packages in transit, and couldn’t service all the company’s customers.

To reach them, MyGenetx had to use expensive stopgap solutions, which led to inefficiency and increased costs. Further, the company had no visibility into either the number of tests in transit to the lab or information identifying the originating shippers.

Solution:
MyGenetx began discussions with UPS, which offers a web-based shipping portal for customers of laboratories. We worked closely with MyGenetx to integrate it with the company’s internal system for managing daily workflow.

Results:
• The increased visibility into inbound specimens allows more accurate workflow planning.
• It’s easy to train new customers remotely, supporting expansion by reducing costs.
• MyGenetx gained the ability to identify packages that won’t arrive on time.

Since implementing the system, MyGenetx has undergone rapid expansion. In 2012, the company processed around 1,500 tests per week; it now tests as many as 10,000 specimens per week.

“With UPS [...] and the accelerated delivery process, we can meet the timeframe that lets us match the capabilities of the bigger labs.”

Jim Kendrick, COO, MyGenetx

UPS delivers peace of mind for a top CRO’s time-sensitive shipments.

Company:
One of the world’s largest clinical research organizations (CROs).

A leader in laboratory testing, the company manages clinical trials that develop groundbreaking drug therapies in more than 100 countries.

Challenge:
The company needed to offer optimal convenience to its customers, and also be assured of earlier-than-normal delivery times, reliability, and protection for its shipments, including risk mitigation capabilities should the unexpected happen. Time is critical for many of these.

Solution:
UPS provided a customized set of services, combined with proximity to our main shipping and distribution hub, to ensure shipment protection and early delivery.

The company also uses UPS Proactive Response®, which provides 24/7 monitoring from our global control towers for time- and temperature-sensitive packages.

Results:
These arrangements allow specimens to be tested earlier than other labs can achieve, even providing test results to physicians the same day. Plus, the lab’s service is resilient: During the most destructive hurricane to strike the Atlantic Coast, 99.2% of the company’s inbound specimens were received and found to have acceptable specimen stability.

By special arrangement, inbound packages shipped via UPS Next Day Air® are separated from other packages at our central air hub in Louisville, Ky., and delivered to the company’s lab as early as 5 a.m.

“Our early delivery is critical to our operation. Without it, we would have to rethink our competitive position and revise our go-to-market stance.”

Logistics Executive, Clinical Research Organization
At UPS, we care about the work you do.

We would like to help you deliver better results. Here’s how:

**We’ll give you an edge in the marketplace.**
When you choose a specimen logistics provider, we suggest you choose one that can give you a competitive advantage—speed, efficiency, and reliability your competitors can’t match.

**We’ll help you fight cost pressures.**
We understand that cost pressures in the marketplace are against you, but the right provider can help you run lean by providing information that helps you staff accurately each day for the exact volume of inbound work. So choose a company that delivers to you earlier to help you deliver results sooner than anyone else.

**We’ll help you maintain clinical integrity.**
To retain the business you’ve nurtured, try to find a provider whose people understand the importance of specimen stability. And make sure your provider offers you great visibility, and monitoring and intervention capabilities to preserve your shipments and keep them viable, whatever happens.

**We’ll help you care for your clinicians.**
Look for a provider that cares about your clinicians. One that offers a virtually error-proof, fast, and easy-to-use shipping system, with dedicated phone support, durable packaging, and automated pickup that makes it easy for them to ship specimens to you—that’s an advantage, too. It means your clinicians will stay loyal to you.

**It’s A Patient, Not A Package.**
At UPS, we have a saying: It’s A Patient, Not A Package. We run our business a lot like you run yours, with care, precision, and attention to detail. And we hope when you are ready to look for a competitive edge, you’ll talk to us, because we’re people who care about your work just as much as you do.

For more information on UPS healthcare-dedicated logistics, go to: [healthcare.ups.com](http://healthcare.ups.com)
It's A Patient, Not A Package.

Contact your UPS Account Manager

Visit our website: Healthcare.ups.com

Download the latest UPS Pain in the Chain healthcare survey at ups.com/pitc