	
Procedure Number:	Policy Section: Support Services
Correlating Policy:	
Effective Date:	Approved By: Policy Committee
Review Date(s):	
Procedure Name: Interoffice Movement of Goods (Courier Service)	
Purpose: This procedure outlines the movement of company assets and goods throughout the health network.	

Procedure:

This procedure applies to all departments and locations within NOAH.

1. Pharmaceuticals

- a. Pre-Pick Up (NOAH Staff)
 - i. To send pharmaceuticals to other health centers, pharmacy staff will place bagged/sealed prescriptions in totes.
 1. Blue totes – Refrigerated Medication / Temperature Sensitive
 2. Red Totes – Non-Refrigerated Medication
 - ii. Totes will be labeled for the destination health center.
 - iii. Totes to be sealed with zip ties.
- b. Delivery
 - i. The Courier will collect these totes from the designated pharmacy.
 - ii. The Courier will place tote in their vehicle for delivery.
 - iii. The Courier, upon arrival at the health center location, will take the tote to the front desk for delivery.
- c. Post-Pick Up
 - i. The receiving staff members (Health Center Front Desk Staff) will verify the seals and facilitate the transfer to the medication lock ups.
 - ii. The empty totes will be sent back as needed to the pharmacy.
- d. Pharmaceutical Returns
 - i. Health Centers - Prescriptions that are not picked up after 10 days will be returned to the pharmacy for processing each Friday.
 1. Identify any scripts that have not been collected in the allotted time.
 2. Complete an inventory of the returned medication
 3. Place them in an appropriate pharmacy tote.
 - a. Blue totes – Refrigerated Medication / Temperature Sensitive
 - b. Red Totes – Non-Refrigerated Medication
 4. Totes to be sealed with zip ties.
 - ii. Pharmacy – Will verify the totes are sealed and audit returning prescriptions in the tote to ensure the contents match the inventory list.
 1. Follow internal practice for the next steps.

2. Sterile Instruments

- a. Pre-Pick Up (NOAH Staff)
 - i. To send instruments for autoclave, staff will clean the instrument per the autoclave instructions and place it into an autoclave pouch. (For more information, please reference the “Infection Control Manual”)
 - ii. Staff will place autoclave pouches in the outgoing “Instrument Tote” at the front desk of the NOAH location and seal it with zip ties.

- iii. Make sure the “*Health Center to US Mail to Autoclave Health Center*” Label is correctly shown.
- b. Delivery
 - i. The Courier will place tote in their vehicle for delivery.
 - ii. The Courier will deliver the instruments tote to the front desk of the health center listed on the container as indicated below:
 1. Midtown Instruments > Palomino for Sterilization
 2. Venado & Copperwood Instruments > Desert Mission for Sterilization
- c. Post-Pick Up
 - i. The receiving staff member (Front Desk Staff) will verify the seals and facilitate the transfer to Dental.
 - ii. The appropriate staff members will sterilize the items and place them back in the cleaned tote to be returned to the sending health center.
 - iii. The tote will be sealed with zip ties and sent back to the sending health center.

3. Cash and Checks

- a. Pre-Pick Up (NOAH Staff)
 - i. To send cash and checks for deposit, staff will obtain a cashier’s deposit envelope.
 1. It is the responsibility of the sending staff member (Front Desk or Pharmacy Staff Members) to make sure that the envelope is filled out completely and correctly.

a. Example – Correct

CASHIER'S DEPOSIT				
Jane Smith				
Name		Cholla		
Date		4/28/2025		
Dept.				
Bills		COUNT	AMOUNT	OK
\$100	x 10	10	10	Y
\$5.00	x 3	15	Y	
\$10.00	x 1	10	Y	
\$20.00	x 3	60	Y	
\$50.00	x 0	0	Y	
\$100.00	x 0	0	Y	
Coins		COUNT	AMOUNT	OK
1¢	x 0	0	Y	
5¢	x 0	0	Y	
10¢	x 0	0	Y	
25¢	x 0	0	Y	
50¢	x 0	0	Y	
\$1.00	x 0	0	Y	
Total Enclosed		AMOUNT	OK	
Cash		\$ 95	Y	
Check		\$ 350	Y	
Other		\$ 0	Y	
GRAND TOTAL		\$ 445	Y	
Notes/ Comments				
Verified By John Doe				

- ii. Place completed envelope in the outgoing “US Mail Tote” at the front desk of the NOAH location and seal it with zip ties.
- iii. Make sure the “[*Health Center*] US Mail to Dreamy Draw” Label is correctly showing.
- b. Delivery
 - i. The Courier will place US Mail tote in their vehicle for delivery.
 - ii. The Courier, upon arrival at the Admin/Dreamy Draw location, the Courier will deliver the USPS tote to the front desk.
 - iii. The front desk staff will provide the envelopes to the appropriate finance team member for the next steps.
- c. Post-Pick Up
 - i. The receiving finance staff member will verify the seal and facilitate securing the envelope in the safe at Dreamy Draw.
 - ii. The appropriate finance staff member will then open all the envelopes and verify the count is correctly shown on the envelope for the amount that was received.
 - iii. The envelopes will be scanned, and deposits will be reflected pending in the accounting system.
 - iv. The cash will then be delivered to the bank for deposit by a representative of the accounting team with oversight by one member of the support services/public safety team.

- v. The tote will be made available to the Courier for pick up after changing the label on the tote to “US Mail Dreamy Draw to [Health Center]”

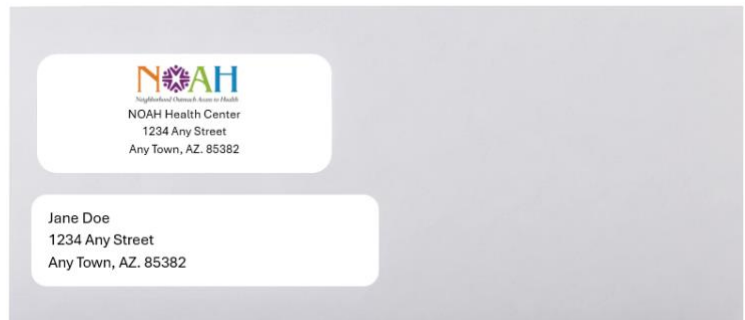
4. Interoffice Mail

- a. Pre-Pick Up (NOAH Staff)
 - i. To send interoffice mail, staff will obtain an interoffice envelope and fill out the fields with full names (i.e., Desert Mission as opposed to DM) - Especially with a new courier or a fill in courier.
 - 1. If PHI or confidential information is to be transported, the interoffice envelope will need to be secured with tape, or the confidential contents will need to be contained in a separate sealed envelope inside of the interoffice envelope.
 - 2. If no PHI or confidential information is included, the envelope can be secured by the attached string.
 - ii. Place completed envelope in the outgoing “Interoffice Outbox” at the front desk of the NOAH location
- b. Delivery
 - i. The Courier will collect all completed envelopes from the health centers.
 - ii. The Courier will separate them out into delivery locations and maintain them until they arrive at the respective locations.
 - iii. The Courier, upon arrival at each health center the Courier will deliver all envelopes for that site to the front desk.
- c. Post-Pick Up
 - i. The NOAH front desk staff will sort and facilitate delivery of interoffice mail to the person/department on the addressee line.

5. USPS Mail

- a. Pre-Pick Up (NOAH Staff)
 - i. To send USPS mail, staff will obtain an envelope to send outgoing US mail in.
 - 1. It is the responsibility of the sending staff member to make sure that the addressee window or the center of the envelope clearly displays the address of the recipient of the mail.
 - a. Examples – Correct

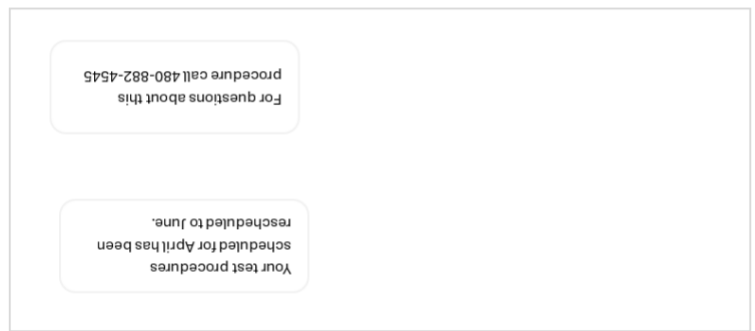
i.



ii.



- b. Examples – Incorrect



i.



ii.

c. Other Issues

- i. Use glue pens carefully, envelope adhesive sparingly so that envelopes do not stick together.
- ii. Face all envelopes in the same direction with the address on the top left side of the envelope.

- ii. Place completed envelope in the outgoing "US Mail Dreamy Draw to [Health Center]" a.

b. Delivery

- i. The Courier will collect all US Mail totes from each center during each stop.
- ii. The Courier will deliver all of the US Mail totes to the front desk at the Admin/Dreamy Draw location where postage will be added.

c. Post-Pick Up

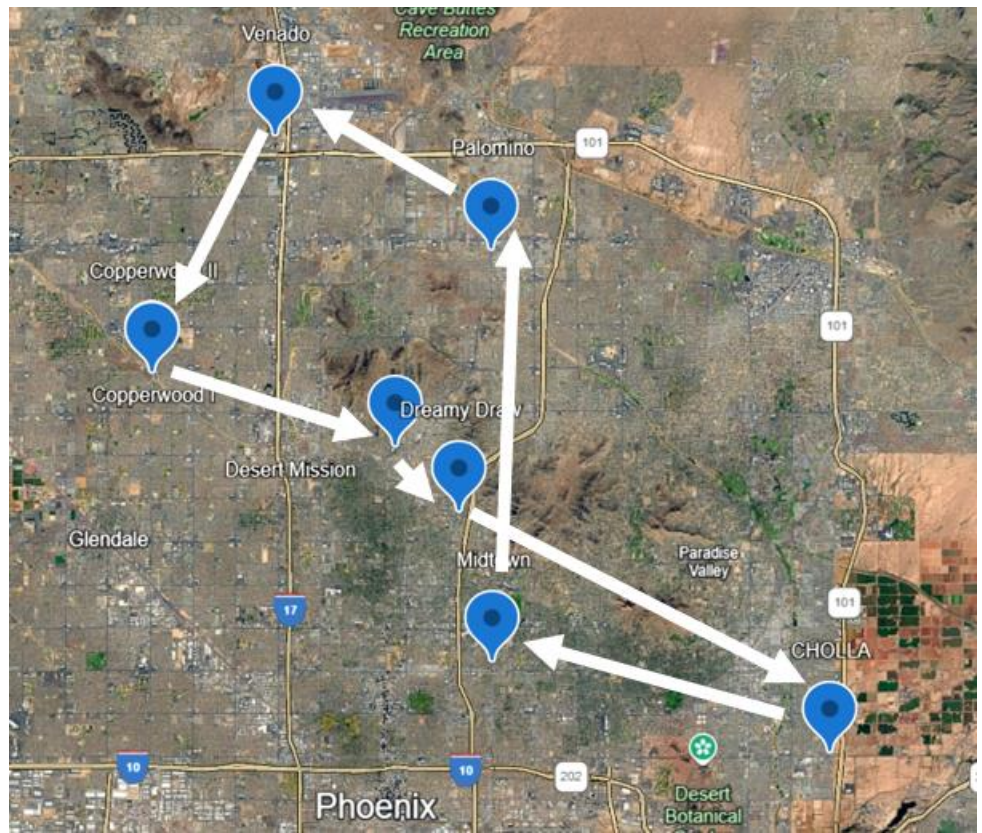
- i. The receiving staff member will sort and affix the appropriate postage to each outgoing mail piece.
- ii. A USPS carrier will pick up all outgoing mail pieces from the designated area at the front desk of the Dreamy Draw location.
- iii. All USPS totes will be available to the Courier for pick up after the Dreamy Draw front office changes the label on each tote to "US Mail Dreamy Draw to [Health Center]".

6. Other Information

a. Timeline

- i. Start Time – 1030 at Cholla
 1. Leg 1: Cholla to Midtown 1100 arrival
 2. Leg 2: Midtown to Palomino 1130 arrival
 3. Leg 3: Palomino to Venado 1200 arrival
 4. Leg 4: Venado to Copperwood I 1245 arrival
 5. Leg 5: Copperwood I to Copperwood II 1300 arrival
 6. Leg 6: Copperwood II to Desert Mission 1330 arrival
 7. Leg 7: Desert Mission to Dreamy Draw 1345 arrival
 8. Leg 8: Dreamy Draw to Cholla 1430 arrival
- ii. Completion Time – 1530 at Cholla

b. Routes



i.