

# Attention Newborn Screening Providers

## Do You Need to Report a Missed GSO Pickup at your Facility?

The UCLA Area Service Center is here to help make sure all newborn screening specimens make it to the laboratory as appropriate.

Thus, when reporting a missed newborn screening pickup please utilize the following steps when experiencing GSO related courier service issues at your facility:

**Step 1:** Please call GSO at **(800) 322-5555** and provide them with the general account code **#50481**

**Step 2:** Provide the GSO Customer Service Representative your facility's pickup location for newborn screens and schedule a same day "on-call service pickup."

*E.g. pickup at the processing laboratory, same day service between 5-7pm. Please provide the phone number of your pickup location and any point person if needed.*

**Step 3:** Call our GSO State Representative Molly Stewart directly at **(800) 322-5555 ext. 5137** and report the problem.

**Step 4:** Please inform us at the UCLA Area Service Center (ASC) simultaneously via email or by phone when experiencing the issue.

Once notified our ASC will step in to ensure the transit issue is resolved. Moreover, immediate notification to our office will assist in providing your facility accurate adjustments/accountability towards your quarterly data reports.

Please feel free to contact us with any past or present GSO transit related issues your facility has or is experiencing with missed pickups.

Thank you for your attention to this important matter!

Sincerely,

The UCLA ASC Team.

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