**NBIMC CUSTOMER SURVEY**

On 6/9/17 NBIMC sent out an email with a short survey about how our staff is doing with customer service issues. Please take a couple of minutes and complete the survey and send it back to:

 Debbie Helman at Debra.S.Helman.civ@mail.mil;

To date, we have over 1100 Point of Contact (POC) users that the survey was sent to and have received 9 responses. This survey will be analyzed and the results will be shared with our users. If your site has multiple users handling the HIV process, we encourage each user to submit an individual response. The deadline to submit the survey is 6/30/17.



**D4 ERROR-“NOT SPUN DOWN” SPECIMEN REJECTIONS**

The D4 rejection error encompasses a “catch all” category of rejection reasons. Those reasons for a D4 rejection could be one of the following: barcode label unreadable, barcode too short or too long, barcode label wrinkled, specimens too old to test, specimen tube overfilled, expired tube used, wrong test tube used, barcode label placed incorrectly on test tube, specimen not spun down or specimen not spun down correctly. NBIMC’s users span the Navy, Marines and the US Coast Guard and across the board the largest D4 error is “specimens not spun down” and “specimens not spun down correctly”. Please use the embedded instructions on how to spin the specimens down, whether your site is using the Greiner tubes or the BD tubes. There are differences in the process depending on the type of tube your site is using. The other document has pictures of incorrectly spun down specimens.



**JUST A REMINDER**

* **Next NBIMC Computer downtime is scheduled for:**

**SUNDAY JULY 16, 2017-from 0700(EST) to 1500(EST)**

* As members transfer from one location to another, please remember to send an email notification to NBIMC’s group email (address shown above in the header) to notify us

**JULY 4TH OBSERVANCE AND FEDEX**

Center for Disease Detection (CDD) and Navy Bloodborne Infection Management Center (NBIMC) will be closed on Tuesday 7/4/17 for Independence Day. Please DO NOT ship out any specimens on Monday 7/3/17. Any specimens shipped on Monday 7/3/17 **will not** be delivered until

Wednesday 7/5/17 .They will be held at a Fed Ex warehouse and delivered on Wednesday morning when CDD reopens. Keep in mind that the specimens may be subjected to increased high temperatures the nation is experiencing during these sultry summer days and could be unsuitable for testing.

Make sure that Friday 7/1/17 is your last shipping day BEFORE the holiday. CDD and NBIMC will be open for business on Wednesday 7/5/17.

Have a safe and wonderful holiday weekend!

