



TriHealth – MedSpeed Courier Services

TriHealth has partnered with MedSpeed to move our patient and business critical items such as supplies, specimens, pharmaceuticals and mail. Once implemented, efficient routes connect our facilities to create a comprehensive network that services the entire TriHealth system. Service will begin **5/31/2016**.



Scheduled Service for Regular Needs

MedSpeed scheduled service includes stops that visit your location at a fixed time and day of the week.

Sending an item through Scheduled Service:

- Make sure the package is properly sealed
- For specimens or other sensitive materials, affix a preprinted barcode label or print a label from the My MedSpeed portal
- Place the package in the MedSpeed pickup spot at your location

On-Demand Service for Immediate Needs

Some items need to move quickly or on a day when you don't have regular service. In those instances, please utilize the MedSpeed on-demand service. On-demand service includes any pickups that are not already on a scheduled route.

Ordering an On-demand Service:

- Place same day on-demand orders online using the www.trihealth.mymedspeed.com (instructions on the other side of this flyer)
- Or contact MedSpeed On-Demand Dispatch at **(866) 987-5175**
 - Select **Option 1**
 - Have the following information accessible: pick-up location, address, contact person and phone number
- Select the Service Type
 - Provide the date and time that the item needs to reasonably arrive at its end destination
 - Requests needing a shorter turnaround time will result in a higher cost

Customer Service

Call MedSpeed at **(866) 987-5175** for all customer service needs. If you have a question related to the transportation network, select **Option 2** and you will be connected to MedSpeed's local operations team.

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My MedSpeed Portal

We understand how important it is that your items are delivered to the right place at the right time. Developed with the critical nature of the items we move for your system in mind, and based upon marketplace research and input, MedSpeed's customer portal, My MedSpeed, is a one stop shop for all of your needs. From printing labels and tracking packages to ordering on-demand service and reviewing scheduled service options, the portal is a simple, comprehensive resource for you and your team.

Logging In

- Visit trihealth.mymedspeed.com to login to the My MedSpeed portal.
- Once you reach the My MedSpeed login page, enter your user name and password in the appropriate boxes and click **Log In**. If this is your first visit to the My MedSpeed portal, you will need to register. Click on the **Register** button, enter your email address and follow the instructions.

Tip: Set up your My MedSpeed account **today** so that it is ready in time for your next on-demand order.

Placing An Online Order

- You can place your order by either clicking on the **Place Your Order Here** link on the home page or clicking on **Order** along the top of My MedSpeed.
- Select **New** order to begin a new order or **Favorite** order to repeat a frequent order.
- Follow the prompts on each page of the order form to complete your order.
- Review the order summary on the final page and click **Submit** to send it to the MedSpeed team. NOTE: If your order is missing information, the system will display an error message. If this occurs, please address the errors within your order. The Submit Order button will not display until the error(s) are resolved.

Type	Temp	Size	Qty
SHL	RoomTemp	Medium	1

Printing a Barcode Label

- Labels help the MedSpeed team to ensure that items are delivered to the right place at the right time and temperature.
- If your item does not already have a barcode label, you can print a new label by either clicking on the **Print Labels** link on the home page or clicking on **Print Labels** along the top of My MedSpeed.
- Select **Client** label, for a one-way label, and **Roundtrip** for any item needing to be transported repeatedly between two locations.
- Enter in the requested information and click **Print** to print the label. Remember to retain a copy for your records and to track the delivery on the tracking page of the site.

Tracking an Item

- To track an item sent through the MedSpeed network, enter your tracking number on the home page or click **Tracking** at the top of My MedSpeed.
- Enter the PO number, barcode or MedSpeed job number.
- Click **Search** to view the most recent transit information, including pickup and delivery scans and delivery signature.

Reviewing your Schedule

- To view the estimated schedule for sending an item between two locations within your organization, click on **Schedule** at the top of My MedSpeed.
- Select the pickup and drop off points using the search boxes on the page.
- Click **Search** to review the next few delivery options between the selected locations.

Please visit trihealth.mymedspeed.com to learn more.

