M-URGENCY LOGISTICS

Medical Logistics.
Driven by Urgency.

Healthcare + Logistics + Technology

FREE READINESS CHECKLIST

Is your medical delivery backup plan ready?

For pharmacies, laboratories, dental offices, and healthcare teams. A practical guide to keeping deliveries moving when your usual driver is unavailable.

When your driver calls out, what happens next?

Use this guide to identify gaps, document the essentials, and prepare your team before a missed pickup becomes a scramble.

01 Check your readiness

Mark each item you can confidently answer yes to.

- ☐ We have a primary and backup delivery contact, with phone numbers easy to find.
- ☐ We know our pickup deadlines and each destination’s receiving hours.
- ☐ We have discussed backup coverage, service area, and how to confirm availability.
- ☐ We have agreed on handling, handoff, and delivery confirmation requirements.
- ☐ We know who approves charges and who to notify if a delivery is delayed.
- ☐ We schedule repeat pickups ahead of time when practical.

Any unchecked item is a useful starting point for a team discussion. This is a planning tool; it does not confirm service availability.

YOUR WORKING PLAN

Put your backup plan on one page.

Complete this worksheet with business and operational details only. Keep patient information out of the worksheet.

Primary delivery contact

Name / company / phone

Backup delivery contact

Name / company / phone / how availability is confirmed

Pickup and destination

Business locations / receiving contact / receiving hours

Timing and volume

Pickup window / latest arrival / stops or packages

Handling and handoff

Packaging / temperature needs / documentation / recipient instructions

Approval and escalation

Who approves cost / who gets updates / what to do if delivery fails

Review the plan whenever staffing, routes, deadlines, or handling requirements change.

PLAN THE COST

Avoid unnecessary last-minute costs.

A few planning habits can make delivery spending easier to anticipate. Savings depend on your routes, deadlines, provider, and current setup.

Schedule repeat pickups early.

Are you scheduling repeat pickups ahead of time to help avoid rush charges? Share recurring days, locations, and expected volume with your delivery partner.

Match the service to the deadline.

Does every request need an immediate response? State the actual latest arrival time so your partner can recommend suitable service.

Confirm backup rates before a gap occurs.

Ask how distance, stops, wait time, urgency, special handling, cancellations, and after-hours service affect the total price. Confirm the quote before authorizing a trip.

Group stops when timing allows.

Can compatible pickups share a planned route? Ask about grouping stops when receiving windows and handling requirements allow it.

Prevent unsuccessful handoffs.

Confirm receiving hours, access instructions, and the recipient contact. Agree on what happens if no one is available to receive the delivery.

Team prompt: Which recurring delivery request could we plan earlier this week?

CHOOSE A DELIVERY PARTNER

Ask the questions that keep care moving.

Use these prompts before the first assignment. An existing driver and an outside backup partner can work alongside one another.

Coverage and response

Which areas and hours do you cover? How do we confirm a driver is available, and what response or arrival timing can you commit to?

Visibility and documentation

What pickup updates, driver tracking, and proof of delivery are available? How are custody transfers and unsuccessful deliveries documented?

Handling and privacy

Can you meet our packaging, temperature, and handoff requirements? What training, insurance, and vendor documents can you provide? How will we share any sensitive information appropriately?

Pricing and escalation

What is included in the quote? Who do we contact if timing changes, and how will our team be notified?

Have a driver? Have a backup plan.

M-Urgency Logistics supports healthcare teams with scheduled deliveries and backup coverage by arrangement. Let’s discuss your delivery requirements before a coverage gap occurs.

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Gwinnett County, GA. Coverage, timing, handling suitability, and pricing must be confirmed before scheduling.