



Route Information

For your convenience, below is an explanation of our routes to help you understand and coordinate cases.

Our afternoon pickups and deliveries begin with the drivers leaving the laboratory by 10:30 am Monday through Thursday. Our drivers will make 30-40 stops on their afternoon routes. (They do not go to one office and come directly back to the laboratory. They do a complete route before they come back to the laboratory). There are six routes Monday through Thursday. The drivers usually return to the laboratory by 3:00pm. This information is for you so you know the logistics of our deliveries and pickups to help you better understand our driver's routes. All cases are guaranteed by 4pm, so it is helpful if cases are scheduled after that time. We are always willing to work closely with you to help satisfy the patient. On Fridays, there are four routes. The drivers leave the laboratory by 8:30 am and return by 11am.

We have routes to Anderson, Columbus, Frankfort, Lafayette, and Lebanon Monday through Thursday in the mornings. We offer Same Day Services Mondays and Thursdays to the Anderson area. IDP offers Same Day Services Tuesdays and Wednesdays to the Columbus area. The drivers leave the laboratory no later than 8:30 and return by 12 noon on these routes.

Yes, we are open Fridays! Same Day Services are available as well as Overnight Service(s) deliveries. It functions just like Monday through Thursday only between the hours of 8-12 noon.

Same Day Service means – Pick up a simple repair or reline in the morning by 9:00am and return the same afternoon by 4pm. There is a Same Day Service fee incurred (minimum welds require one full day in the lab).

Overnight Service means – Pick up a simple repair or reline in the afternoon and receive back the next afternoon by 4pm. If you request the case to be returned before 12 noon, there is an overnight fee incurred (minimum welds require one full day in the lab).

The mornings are reserved for the pickups of the Same Day Service(s) and the deliveries of the Overnight Service(s). Our drivers leave at 8:30am and return by 10:00am with these cases. **Same Day Services must be ready and called in by 9:00am.**

The laboratory script has the time required next to the appropriate item that needs to be checked. The time required in the lab *does not* include the day we pick up or deliver. If there is no due date put on the script, we will take the full required days in lab on the case. If you need help determining days in lab, please call us and we will be glad to help you determine when the case will be returned to your office.

Office Hours: Monday – Thursday 8:00 am – 5:00 pm

Fridays 8:00 am – 12 noon

317-862-4200