

How We Handle Protected Information *and Prove Every Handoff.*

This packet documents the documentation, tracking, and safeguard practices used on every medical courier and critical logistics route operated by ElitePro Dispatch Group, the courier division of Geaux Uptown Solutions, LLC. It is written for compliance officers, lab directors, practice administrators, and government contracting officers who must verify a transport partner before award.

1. HIPAA SAFEGUARDS

- Administrative: written policies and procedures for PHI handling, workforce training on the Privacy and Security Rules, sanction policy for violations, and a designated point of contact for privacy inquiries.
- Physical: locked and temperature-appropriate transport containers, vehicle-secured custody at all times, no unattended specimens or records, and secure staging at pickup and delivery points.
- Technical: access-controlled dispatch platform, unique user credentials for every courier, encrypted transmission of electronic manifests, and audit logging of every record view and status change.
- Minimum necessary: couriers receive only the information required to complete the assignment. Clinical detail is never included on external-facing labels or manifests.
- Business Associate Agreements executed prior to first transport with every covered entity we serve.
- Breach response: documented incident escalation within 24 hours of discovery, written notification to the covered entity, and root-cause reporting.

2. CHAIN-OF-CUSTODY PROTOCOL

- Pickup: courier verifies requester identity, item count, container integrity, and temperature condition. Timestamped GPS record and signature captured at the point of pickup.
- In transit: continuous custody by a single assigned courier. Real-time GPS tracking through Track-POD with route, stop, and dwell-time recording. No transfer to a third party without a logged custody handoff.
- Delivery: recipient name, signature, timestamp, GPS coordinates, and photo proof of delivery captured before the assignment is closed.
- Exceptions: refusals, temperature excursions, damaged containers, and access failures are logged with photo evidence and reported to the client the same day.
- Record retention: custody records retained for six years and produced on request for audit, litigation hold, or contracting officer review.

3. CERTIFICATIONS HELD

- HIPAA Compliant Operations
- OSHA Bloodborne Pathogens Certified
- DOT UN 3373 Certified — Biological Substance, Category B
- Medical Courier Specimen Collection and Transportation Certified
- Chemotherapy and Hazardous Drugs Safe Handling Certified
- Cybersecurity Awareness Certified

4. INSURANCE & LIABILITY

- Commercial auto liability maintained at a \$750,000 minimum on every dispatched vehicle.
- Cargo coverage appropriate to the assignment class, including specialty coverage for organ and tissue logistics.
- Certificates of insurance issued to the client and named certificate holders on request prior to the first route.

5. DOCUMENTATION YOU RECEIVE

- Electronic proof of delivery with signature, timestamp, and GPS coordinates for every stop.
- Monthly custody and exception summary for recurring route contracts.
- On-demand custody export for any individual request ID through the online status portal.
- Certificates, W-9, capability statement, and SAM.gov registration detail on request.

6. VERIFY A REQUEST

Every service request submitted through supplies.geauxuptownsolutions.com receives a permanent request ID in the format CR-YYYYMMDDHHMMSS-0000. That ID, paired with the submitting email address, retrieves live dispatch status — Received, Scheduled, In Transit, Completed — at supplies.geauxuptownsolutions.com/supplies/status.

COMPLIANCE CONTACT

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This packet is informational and does not replace an executed Business Associate Agreement or contract terms.