



To: Carter BloodCare Customers
From: Hospital Relations
Date: August 30, 2024
Re: East Texas Phone Line Interruption September 4

Background

On Wednesday, September 4, 2024, between the hours of 1300-1500, Carter BloodCare will experience a scheduled network interruption to our phone system. All inbound and outbound calls with the East Texas location will be impacted. Services from all other Carter BloodCare locations, including the Immunohematology Reference Laboratory, will remain unaffected.

If your facility is unable to connect to the East Texas departments using the normal phone lines, please revert to the emergency phone lines. Additionally, [online ordering](#) through iWeBB should be available during phone line service interruptions.

| East Texas Distribution/ Hospital Services | |
|---|--------------|
| Emergency Phone | 903-593-9878 |
| Emergency Fax | 903-553-1446 |