



To: Transfusion Services Managers
From: Hospital Relations Department
Date: June 01, 2017
Re: Phone System Downtime
Sunday, June 4th 6:00 p.m. to 12:00 p.m. midnight

On **Sunday, June 4, 2017**, we will be upgrading our phone system, causing our main phone lines to be down temporarily. The change to the new system will occur **starting at 6:00pm**. The switch over process is expected to last between four to six hours.

While our main phone system is down, please utilize these alternative forms of communication:

1. Place orders online using iWeBB - <https://iwebb.carterbloodcare.org/Account/Login>
2. Use the emergency phone numbers and fax number listed below as well as in the service manual for Hospital Services/Distribution and Reference and Transfusion.

North Texas – Bedford/Woodway*

Hospital Services/Distribution:

Emergency Phone: (817) 685-1244
(817) 684-7393
Emergency Fax: (817) 283-1030

Reference and Transfusion:

Emergency Phone: (817) 685-1242
(817) 684-7391
Emergency Fax: (817) 283-1065

East Texas – Tyler

Hospital Services/Distribution:

Emergency Phone: (903) 593-9878
Emergency Fax: (903) 533-1446

Reference and Transfusion:

Emergency Phone: (903) 258-7308
Emergency Fax: (903) 533-1446

*Please note: Those in Central Texas who typically call our Woodway location will need to utilize the above North Texas emergency numbers during this time.

We apologize for any inconvenience this may cause you, but the upgrade to our phone system is vital to serving you better. If you have any questions or concerns, please do not hesitate to contact us.