



**To:** Transfusion Services Managers  
**From:** Hospital Relations Department  
**Date:** November 27, 2017  
**Re:** Customer Service Manual Updates

The Quality Assurance section of the Customer Services Manual has been updated to include a new form. This form will be generated by Carter BloodCare's Reference & Transfusion Services for notification of specific test results associated with apheresis platelets.

**Section 2.0 Quality Assurance**

Please replace page 2-4 to include the new form listed below and additionally, add the form to the form section located at the back of this section.

RTF120.11D; Reference and Transfusion Suspected Component Contamination  
Notification