



To: Transfusion Services Managers
From: Hospital Relations Department
Date: December 20, 2017
Re: Customer Service Manual Updates

Please update the Customer Service Manual as indicated below.

Section 1.0 General Information

Please replace the entire section to update the granulocyte pager number, effective January 1, 2018, and the email address for Hospital Relations.

Section 2.0 Quality Assurance

Please replace page 2-4 to remove RTF forms from the list of forms. The following forms are to be removed from the back of this section.

RTF120.11A; Request for Product Quarantine, Discard or Retrieval
RTF120.11D; Reference and Transfusion Suspected Component Contamination
Notification

Section 5.0 Hospital Relations

Please replace pages 5-1 and 5-2 to include Andrea Sign as Manager of Client Relations.

Section 7.0 Collections

The Dallas donor center on Preston Road has relocated. Please replace page 7-2.

Section 9.0 Components & Testing

Please replace page 9-1 to include liquid plasma as a provided component.

Section 10.0 Test Information Chart

Please replace page 4-4 to include Zika in the processing profile.

Section 12.0 Reference and Transfusion Services

Please replace pages 12-15 and 12-16 to include the following form and add the form below to the back of the section.

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

Section 13.0 Clinical Apheresis

Page 13-1 is to be replaced for an update to the pager number for granulocyte orders, effective January 1, 2018.