



**To:** Transfusion Services Managers  
**From:** Hospital Relations Department  
**Date:** May 4, 2018  
**Re:** Customer Service Manual Updates

Multiple updates have been made to the Customer Service Manual resulting from the consolidation of patient testing services from Tyler to Bedford.

**Section 1.0 General Information:** Please replace pages 1-2 through 1-8 and the organizational charts.

Bedford Organizational Chart  
Tyler Organizational Chart

**Section 2.0 Quality Assurance:** Please replace page 2-4 resulting from the implementation of a new notification form.

QAF602.01.01, Reactive Non-Discriminate Multiplex HIV-1/HCV Assay  
Notification

**Section 3.0 General Policies:** Please replace page 3-5 resulting from a contact update.

**Section 4.0 Transfusion Complications:** Please replace page 4-1 and the following forms:

RTF195.03A, Transfusion Reaction Preliminary Report  
RTF195.03B, Transfusion Reaction Investigation Final Report  
RTF215.01A, Transfusion Reaction Investigation

**Section 7.0 Collections:** Please replace entire section resulting from a change in a relocation of the donor center in Lewisville to Flower Mound.

**Section 8.0 Special Donations:** Please update the following unit tag for restricted donation.

DCL500 Restricted Donation Tag

**Section 11.0 Hospital Services Distribution:** Please replace page 11-6 to update the list of forms and add the following form.

DPF400.20C Notification/Quarantine Request Facsimile

**Section 12.0 Reference and Transfusion:** Please replace the entire section, replace the following forms and remove RTF103.01B, Tyler Patient Historical Record Check.

RTF102.03 Immunohematology Final Report  
RTF102.04 Preliminary Report  
RTF120.11A Request for Quarantine, Discard or Retrieval  
RTF120.11D Reference & Transfusion Suspected Component  
Contamination Notification



RTF103.01A Patient Historical Record Check Request – Bedford  
RTL214.03A Previous Donation Results Label  
RTL214.03B Testing Not Performed

**Section 13.0 Clinical Apheresis:** Please replace entire section for updates to the contact information.