



Carter BloodCare

We save lives by making transfusion possible.

To: Transfusion Services Managers
From: Hospital Relations Department
Date: May 4, 2016
Re: Customer Service Manual Updates

Carter BloodCare continuously strives to keep our customers updated on changes and improvements within our blood center. Listed below are the new sections, pages or forms for replacement or addition to your Carter BloodCare Customer Service Manual.

Section 1.0 General Information: Please replace the Bedford and Tyler organization charts located at the back of the section updating recent changes in the Finance department.

- Bedford Organizational Chart
- Tyler Organizational Chart

Section 2.0, Quality Assurance: Please replace the following form effective May 17, 2015, to update repeat reactive tests for Chagas' as ESA (enzyme strip assay) and to remove Chagas' RIPA under additional test results.

- QAF602.01, Consignee Notification Record