



# Carter BloodCare

We save lives by making transfusion possible.

**To:** Transfusion Services Managers  
**From:** Hospital Relations Department  
**Date:** January 6, 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.

**Table of Contents:** Page i-3 is to be replaced for updating the title of subsection 4.1.5.

**Section 1.0 General Information:** Please replace pages 1-3 through 1-8 to provide the most current contact information for Donor Recruitment, Finance and Billing, Medical Services, and Testing and Labeling. Additionally please replace the Bedford and Tyler organizational charts located at the back of the section updating recent personnel changes.

- Bedford Organizational Chart
- Tyler Organizational Chart

**Section 2.0 Quality Assurance:** Please replace the entire section and the following form located at the end of the section. HBV NAT was added in the Quarantine Notice section and clarifications made in the Quarantine/Lookback Notices and Recall/Market Withdrawal Notices. Also, the form below has been updated with the correct phone number for East Texas.

- QAF602.01, Consignee Notification Record

**Section 3.0 General Policies:** Page 3-6 should be replaced to define 3<sup>rd</sup> party payments.

**Section 4.0 Transfusion Complications:** Please replace the entire section to update percentage of allergic reactions, criticality of acute hemolytic transfusion reactions, other types of reactions TRALI and the link for reporting transfusion related fatalities. The form associated with TRALI had been updated and will replace the current form in the back of the section.

- DNF106.30A, Report of Transfusion-Related Acute Lung Injury Investigation

**Section 7.0 Collections:** The Paris donor center has reopened. Please replace page 7-3 to include the contact phone number and address for the center.

**Section 8.0 Special Donations:** Please replace pages 8-3 and 8-7 to provide additional information regarding the uneventful collection of an autologous or directed unit. Additionally, replace the following forms at the end of the section to include the recently reopened Paris donor center.

- Autologous Donor Information
- Directed Donor Information
- Therapeutic Donor Information

**Section 10.0 Test Information Chart:** Please replace the section to update platelet and HLA testing requirements

**Section 12.0 Reference and Transfusion:** Please replace pages 12-1, 12-10, and 12-14 through 12-15 for specifications of platelet testing and updates on platelet sample requirements.

**Section 14.0 Stem Cell:** Please replace page 14-5 for updates regarding staff assisting with surgical harvest of bone marrow and the agreement between Carter BloodCare and the recipient for cryopreservation.