



**To:** Carter BloodCare Clients  
**From:** Hospital Relations  
**Date:** July 08, 2020  
**Re:** Our Commitment to Serving You has Not Changed

## **We are Still Here for YOU**

Our commitment to you is stronger than ever. During these unprecedented times, we may not be able to visit with you in-person, but please know Carter BloodCare is doing all we can to meet your patients' needs. We want to recommit to you our continued promise that lies in our:

- Customer Service – *Caring is in our DNA.*
- Quality – *Inspiring Confidence. Pursuing Innovation.*
- Turn-around Time – *Offering Reliable 24/7/365 Care.*
- Value – *Exceeding the Expected.*
- Community – *Matching Locally, Serving Globally.*

As a valued partner, you have our Specialty Services at your fingertips to help you.

## **Services**

- 24/7/365 hospital services
- AABB accredited Immunohematology Reference Laboratory (IRL) with red cell genotyping services
- Routine and customized flow cytometry assays
- Preventative maintenance service – pipette calibration
- Therapeutic apheresis\*
- FACT accredited Cellular Therapy laboratory
- Biologic sourcing
- Complimentary medical and technical consultations

## **Don't forget you have a dedicated client relations team**

[Heath Alls](#), MBA, MSM, MLS(ASCP)<sup>cm</sup>, *Client Relations Manager*  
[Andrea Sign](#), *Client Relations Marketing and Communications Manager*  
[Veronica Moore](#), MBA, MT(ASCP), *Vice President of Organizational Relations*

Thank you for allowing us to serve you and your patients.

## **Communication**

The easiest way to contact us is by emailing [hospitalrelations@carterbloodcare.org](mailto:hospitalrelations@carterbloodcare.org) with any customer service inquiry, compliment or concern. As you know, client communications and notifications are primarily sent through email, so please keep all contact emails current.

## **Tools and Resources**

We encourage your interaction and participation with us online to stay up-to-date on all things blood banking.

- [Online ordering - iWeBB](#)
- [Specialty Services website](#) and [blog](#)
- [LinkedIn](#)
- [YouTube](#)
- Continuing education opportunities – Enrichment Lab: hospital forums, blood bank refreshers and molecular symposiums
- Quarterly Blood Matters newsletter

We are privileged that you continue to choose Carter BloodCare to meet your blood product and immunohematology related service needs. Indebted for your trust, we promise to handle it with care.