



**To:** Transfusion Services Managers  
**From:** Hospital Relations  
**Date:** July 23, 2020  
**Re:** UPDATE - COVID-19 Convalescent Plasma Orders

Carter BloodCare has made updates to the fax order form, DPF200.20A, based on your input regarding COVID-19 convalescent plasma requests. To more effectively manage the increase of requests and back orders while maintaining accuracy, all orders for convalescent plasma *must be submitted via the fax form effective August 3, 2020.* Previously, orders for convalescent plasma have been placed by calling the distribution department.

You may continue to order more than one unit per patient request. Orders will be filled according to supply. When inventory is minimal, Carter BloodCare will initially dispense one unit, and then fill the second unit. Orders that cannot be filled will be managed as back orders. Please notify distribution by phone if the back order should be cancelled as back orders will not be cancelled without prior authorization from the requesting facility.