



**To:** Transfusion Services Managers  
**From:** Hospital Relations  
**Date:** July 31, 2020  
**Re:** Service Manual Update Section 11 Forms

Starting Monday August 3, 2020 all orders for COVID-19 convalescent plasma must be submitted via the fax order form DPF200.20A. Orders that are called into the distribution department will be asked to complete the newly updated fax order form.

Please download the attached Section 11.0 Forms Hospital Services to replace the previous version.

Periodic updates to the Carter BloodCare Service Manual are necessary throughout the year. Earlier this year, we provided an electronic copy of the Service Manual for your reference. This allows you to update entire sections containing updates and eliminates the need to replace specific pages that have been updated in the section.

Additionally, a current copy of the Service Manual can be accessed via iWeBB at <https://iwebb.carterbloodcare.org/ServiceManual/Index>.