



To: Carter BloodCare Customers
From: Hospital Relations
Date: January 22, 2021
Re: East Texas Hospital Services Staffing

Regrettably, recent employee resignations coupled with intermittent COVID-19 employee quarantines has resulted in an unprecedented staffing shortage in our hospital services department. Should the situation worsen, you could experience a lapse in 24/7 coverage.

We have developed a plan to mitigate staff shortages over the next few weeks, but any unexpected challenge could put us in a position to implement on-call staffing. On-call scheduling hours would impact 3rd shift hours.

We will keep you apprised as the situation is evolving and **notify you should we need to implement the on-call schedule.**

We appreciate your patience and understanding.