



**To:** Carter BloodCare Customers  
**From:** Hospital Relations  
**Date:** February 18, 2021  
**Re:** East Texas Hospital Services Staffing

As previously communicated on January 22, 2021, we anticipated that the East Texas hospital services department could experience a lapse in 24/7 coverage.

Regrettably, that situation is upon us. Effective tonight, February 18, 2021, hospital services in East Texas will **not** be staffed between the hours of 23:00 and 07:00.

Phones will be forwarded to the Bedford location, and STAT orders will be dispatched from Bedford. Routine orders placed via fax or online will be processed after 0700 when first shift personnel arrive.

We appreciate your patience and understanding.