



To: Carter BloodCare Customers
From: Hospital Relations
Date: May 6, 2021
Re: East Texas Hospital Services Staffing and Plasma Thawing Update

Background

In February 2021, the East Texas hospital services department experienced a lapse in 24/7 coverage. During the hours between 23:00 and 07:00 all hospital services orders are covered by Bedford.

Updates

We are pleased to announce that 24/7 coverage for East Texas hospital services will resume as of Monday, May 10, 2021.

The equipment used to thaw products in East Texas remains out of service and requests for thawed products will continue to be dispatched from Bedford. New equipment was purchased to replace the former equipment necessitating validation and standard operating procedure revisions which are ongoing.