



**To:** Carter BloodCare Customers  
**From:** Hospital Relations Department  
**Date:** July 23, 2021  
**Re:** Connectivity Loss at Carter BloodCare Tyler

### **Background**

The Tyler location is experiencing a loss of connectivity. The internet provider is diligently working to identify and resolve the issues. At this time, we are uncertain when the issue will be resolved.

### **Impact to Client**

- **Please call in all orders to Tyler hospital services, 903-363-0404.**
- Online ordering and faxing capabilities are not available.
- Only STAT orders will be filled during the connectivity loss.
- Product manipulations are not possible during the downtime. All specialty products will be dispatched out of the Bedford location.

We will keep you updated as we have more information. We appreciate your patience and understanding.