



To: Carter BloodCare Customers
From: Hospital Relations
Date: July 26, 2021
Re: Central Texas Hospital Services Staffing

Background

Regrettably, a recent unexpected employee resignation has resulted in a staffing shortage in our hospital services department.

Impact to Client

Effective July 26, 2021, Central Texas operating hours will be 0700 – 1600 Monday-Friday until further notice.

Client Action

- Notify all applicable staff of the shortened operating hours.
- Routine and ASAP orders placed outside of these operating hours will continue to be dispatched from North Texas distribution. After hours fax orders should be directed to 817-412-5729.
- STAT orders will be filled by a Central Texas staff member on an on-call basis.
- Faxed orders received at the Central Texas location after hours will not be processed until the following business day (Monday-Friday).
- Online ordering remains unchanged.

We appreciate your patience and understanding.