



To: Carter BloodCare Customers
From: Hospital Relations
Date: May 31, 2023
Re: Product Manipulation – Frozen and Washed Product Needs

Regrettably, Carter BloodCare does not have an automatic cell washer that is functional. While we can employ a manual wash process for red cells, we are not able to apply this alternative process to platelets or frozen red cell products that must be deglycerolized and washed.

A service technician is on site, but a current estimated time for repair is unavailable. If there is an emergent need, a frozen red blood cell unit could be sent to another blood center for processing with a minimal expected turnaround time of ten hours.

Please alert your staff of the potential delay in processing washed or frozen product needs.