



**To:** Carter BloodCare Customers  
**From:** Hospital Relations  
**Date:** December 7, 2023  
**Re:** Update\_Product Manipulation – Frozen and Washed Product Needs

### **Update**

The automatic cell washer is now operational. Normal services for washed and/or frozen products have resumed.

### **Background**

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. This does include our frozen inventory of rare red blood cell units.

The current estimated time for repair is unknown. Please consider volume reduced products as this is a suitable substitute which can meet patients' needs. If there is an emergent need for washed products, we can send the request to another blood center for processing with an expected extended turnaround time.

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