



**To:** Carter BloodCare Customers  
**From:** Hospital Relations  
**Date:** May 8, 2024  
**Re:** Phone Lines

**Background**

On Tuesday, May 7, 2024, Carter BloodCare experienced an unexpected network interruption to our phone system. Services have been restored. Please ensure your facility has access to these emergency numbers in the event of unexpected network downtimes. As a reminder, Distribution/Hospital Services and the Immunohematology Reference Laboratory are staffed 24 hours a day, 365 days a year. If your facility is ever unable to connect to these departments using the normal phone lines, please revert to the emergency phone lines. Additionally, [online ordering](#) through iWeBB should be available during phone line service interruptions.

<b>North Texas Distribution/ Hospital Services</b>	
Emergency Phone	817-685-1244 or 817-684-7393
Emergency Fax	817-283-1030

<b>Immunohematology Reference Laboratory</b>	
Emergency Phone	817-685-1242 or 817-684-7391
Emergency Fax	817-283-1065

<b>Central Texas Distribution/Hospital Services</b>	
Emergency Phone	254-399-0956
Emergency Fax	254-741-1768

<b>East Texas Distribution/Hospital Services</b>	
Emergency Phone	903-593-9878
Emergency Fax	903-533-1446