

Pooled Cryoprecipitated AHF

TBC plans to make Pooled Cryoprecipitated AHF available soon. This product will consist of 5 individual cryoprecipitated AHF units pooled and frozen. Each pool member will be of the same ABO type, but may be of different Rh types. The volume of each pool will be approximately 75 mL. Pooled Cryoprecipitated AHF is prepared using sterile connection, and will retain an expiration of 1 year from the collection of the oldest product in the pool. TBC is currently validating the pooled products as well as the computer pooling function. We anticipate product availability to be mid-November, 2009. See attachments for examples of labels.

Managing Leukoreduced/Non-Leukoreduced RBC Inventories

In order to appropriately maintain and manage a dual inventory of leukoreduced and non-leukoreduced RBCs, TBC is asking some customers to return RBCs with a longer shelf life. Each hospital will be instructed as to specific requirements for returns. TBC appreciates your cooperation and partnership to assist us in providing both types of RBCs. We will begin this process November 1, 2009.

Patient Samples for Transfusion Services Workup

In response to requests from some hospital customers, TBC will re-instate some limited immunohematologic reference services. TBC staff will be instructed to provide identification for non-complex antibody workups and provide antigen-negative units when requested. TBC will use the tube method as well as automated antibody screening (Galileo). In the event that a workup is deemed to be complex, the samples will be routed to Greenville Memorial Hospital for resolution. We hope that this will provide a faster turn-around time for non-complex sample resolution. Please understand that turn-around time is expected to be reasonable, but due to the complexity and nature of some workups, longer turnaround times will occur. TBC is dedicated to providing prompt service and will handle all samples based on ordering priority. Expected implementation date: December 1, 2009.

TBC Web Site

Just a reminder: please visit the TBC Web site at: www.thebloodconnection.org. We have a section for our healthcare partners to view and print documents/certificates/licenses. This is located in the Service Partner area of the website. This section does require a login and password. For your login and/or password please contact: Tracy Bridges: tbridges@thebloodconnection.org or 864-255-5005 ext. 1019.

Customer Feedback

In an effort to improve customer service and be aware of problems or issues, a TBC Customer Feedback form will be available on the TBC website. This form is not meant to replace any processes currently in place for TBC notification when regulatory in nature, but is intended to capture any problem, event, or incident which may need further investigation or which warrants special recognition. Some examples may include: if an order is filled incorrectly, delays in delivery of products, and/or any customer service issues-or outstanding customer service given. Please complete the form and route to Tracy Bridges, tbridges@thebloodconnection.org, Fax: 864-255-9514 or route by TBC courier. We value the feedback of our customers and appreciate the opportunity to address problems or concerns.

Enclosures:
Pooled Cryo Full Face label
Thawed Pooled Cryo Full Face label
Customer Feedback Form
Customer Ordering/Return Information

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