



Blood Services Guide Blood Products

Procedure for Ordering Blood/Blood Components

- A. Hospitals may place their orders at any time, twenty-four (24) hours a day, seven (7) days a week, including holidays, by calling **Hospital Services** at **(317) 916-5279**, **(317) 927-1668**, **(317) 363-4722**, or **1-800-632-4722** (outside the Indianapolis area). Orders may also be faxed to (317) 916-5285. If normal communication channels are unavailable, the SAFE-T communication system may be used as an emergency communication method. IBC is available on the SAFE-T communication system as part of District 5.
- B. When hospitals place their calls to **Hospital Services**, the callers must identify themselves by their name and by their facility's name.
- C. Order must be specific as to the hospital's need.
- D. Mode and urgency of delivery must be specified by the hospital (refer to page 2).
- E. All orders will be filled according to the availability of blood/blood components. Back orders may become necessary due to the lack of product availability. However, every effort will be made to fill back orders through resource sharing within or outside our service area. At the time of order, hospital will be informed of products that are on back order.
- F. If a holiday falls on Monday – Saturday, hospitals can place orders to IBC by phone. Routine and standing orders will be filled on the next working day following a holiday or prior to the holiday, depending on the hospital's request.



Delivery

- A. Indiana Blood Center (IBC) offers the use of a courier for all deliveries.
- B. The IBC courier offers several types of delivery options:
 - 1. **STAT:** These orders will be filled and picked up from Indiana Blood Center within thirty (30) minutes from the time the order is placed and delivered immediately.
 - 2. **EXPRESS:** This delivery option is available for those customers within a 15 mile radius of IBC. These orders will be filled and picked up from Indiana Blood Center within 90 minutes from the time the order is placed.
 - 3. **STANDARD:** These orders will be filled and picked up from Indiana Blood Center within 3 hours from the time the order is placed.
 - 4. **ROUTINE:** These orders will be added to your next scheduled “routine” or “route” run.
- C. Product Availability Policy
 - 1. If an ordered product is not immediately available, products will be offered for substitution, if necessary.
 - 2. If substituted products are unacceptable, the **Hospital Services** staff will inquire as to the urgency of the order, i.e., whether the products are for inventory stock or a particular patient.
 - 3. If the products are for stock, the hospital technologist will be requested to wait until the requested product becomes available.
 - 4. If the products are for a “give” order, Blood Center staff will attempt to locate whatever is needed and transfer the product from another hospital’s inventory, or if necessary, import the products from an outside facility.



Receiving and Checking in Orders by the Hospital

A. **Upon receiving the blood at the hospitals**, the hospital technologist should compare the following information on the packing slip to the information on the actual unit (s).

1. Unit Number
2. Expiration Date
3. Blood Type
4. Product Type

NOTE: Any discrepancies must be reported to **Hospital Services** (317) 916-5279 or 1-800-632-4722 (outside the Indianapolis area) immediately.

B. One temperature check should be done each month by the hospital on a shipment of liquid products (packed cells or platelets) received from IBC.

1. For liquid products (packed cells or platelets):
 - a. Upon arrival at the hospital, place the sensing end of the thermometer between two (2) blood components. Secure the units and thermometer with a rubber band and place back in the shipping container with other units in the shipment.
 - b. After five to ten minutes, observe and record the temperature reading and their initials on the Monthly Shipping Temperature Log Sheet provided by IBC.
2. For frozen components:
 - a. Ensure the product is covered with ample amounts of dry ice (equal volume of dry ice versus frozen product).
 - b. Recorded with a "U" for unacceptable amount of dry ice or an "A" for acceptable amount of dry ice. No thermometer will be sent.
3. Return the completed temperature log sheet and thermometer (if applicable) to IBC with the courier.

C. Acceptable Temperature Range of Units in Transit

1. Packed cells: 1 – 10°C.
2. Platelets: 20° – 24°C.
3. Frozen components: -18°C or below achieved by the presence of approximately an equal volume of dry ice compared to the volume of frozen components shipped.



Procedure for Returns and Transfers

A. Returns

The goal of the return policy is to allow maximum utilization of the community's blood resources while minimizing outdate of these same resources.

1. Most leukoreduced packed cells that are issued by IBC may be returned for full credit if received by IBC with at least ten (10) full day's shelf-life remaining. The only exception is Group AB leukoreduced packed cells which are accepted up to three (3) days beyond their expiration date.
2. Apheresis platelets that are issued by IBC may be returned for full credit if the apheresis platelet unit can be reissued to another facility for transfusion. If, because of short dating, the apheresis platelet unit cannot be reissued to another facility, the returning facility will be billed for the product.
3. Products that will not be credited if returned include:
 - a. Products stored outside of defined shipping conditions or temperatures
 - b. FP24 Frozen Plasma
 - c. Apheresis Fresh Frozen Plasma
 - d. Cryoprecipitate AHF
 - e. Platelets, random
 - f. Frozen Red Blood Cells
 - g. Cryopoor plasma
 - h. Pooled Cryo
 - i. Pediatric Plasma
 - j. Deglyced Red Blood Cells
 - k. Washed Red Blood Cells
 - l. Products containing any hospital stickers
 - m. Products with defaced IBC unit labels, including any kind of writing
4. Exceptions may be made on any product if the hospital has a discrepancy or problem with the product. If there is a question, please consult with the **Hospital Services** Supervisor at (317) 916-5279.
5. Returned units must be accompanied by a completed Product Return/Transfer Form.
6. A visual inspection must be done on all units prior to return.
7. The hospital technologist initiating the Product Return/Transfer Form must sign the statement indicating the products were appropriately stored at the facility; specifically 1-6°C for liquid RBCs, 20-24°C with agitation for platelets, and -18°C



- or cooler for frozen plasma products.
8. The hospital retains one white copy of the return form for its records. The green and remaining white copy accompany the blood products to IBC.
 9. Shipping Containers:
 - a. Sturdy, well-insulated cardboard shipping containers must be used.
 - b. All shipping containers provided by IBC are reusable. Any box which comes back to IBC must be emptied of all contents prior to reuse.
 10. If returning products, the shipping container must be packed properly to ensure products maintain acceptable temperatures. IBC provides all hospitals with job aids depicting proper container packing for returning products. If the boxes are not packed according to the provided job aids, products may not maintain acceptable temperatures and the hospital will not receive credit for the returned products.
 11. Packaging of packed red cells:
 - a. Place product(s) into the shipping container lined with absorbent material.
 - b. Place dividers on top of the product(s).
 - c. Maintain temperature of the units with two to four bags of wet ice. See provided job aid for details.
 - d. Insert the green Return/Transfer Form in the pouch on the outside of the box.
 - e. Close the flap of the silver liner.
 - f. Tape the shipment container closed.
 - g. Insert the correct address label indicating where the container is leaving.
 12. Packaging cryoprecipitate, fresh frozen plasma, and frozen cells:
 - a. Prior to packing, check that the product has not thawed or broken.
 - b. If shipping >2 units, place on trash bag of dry ice equal to or greater than the amount of product above the products. If shipping 1-2 units, place two trash bags of dry ice double the amount of product, with equal volume of ice below and equal volume of ice, above the products.
 - c. Insert the green Return/Transfer Form in the pouch on the outside of the box.
 - d. Close the flap of the silver liner.
 - e. Tape the shipping container closed.
 - f. Insert the correct address label indicating where the container is coming from.
 13. Packing Platelets:
 - a. **Place platelets into a large shipping container.** Container should be packed with: one layer of absorbent material in the bottom. Place gel packs on top of absorbent material. All gel pack temperatures should be between 20°-



24° C. Place **one** layer of absorbent material on top of gel packs. Place product(s) on top of absorbent material. Place gel packs on top of absorbent material. Place absorbent material on top of gel packs.

- b. Insert the green Return/Transfer Form in the pouch on the outside of the box.
 - c. Tape the shipping container closed.
 - d. Insert the correct address label indicating where the container is coming from.
14. Acceptable Temperature Range of Units in Transit:
- a. Liquid components, packed cells, whole blood (1-10°C)
 - b. Platelets (20-24°C)
 - c. Frozen plasma components (-18°C or below)
15. If the green Return/Transfer Form is incomplete or does not accompany returned units, the hospital will be contacted for resolution.
16. If the temperature of the returned units are out of the acceptable range, the units will be isolated and production management will be notified for evaluation of the units. The returning hospital will also be notified.

B. Transfers

1. Hospitals may transfer products among themselves without returning the product to IBC. The hospital transferring the products will receive full credit for the products with an invoice issued to the receiving hospital.

NOTE: IBC may coordinate this transfer upon request.

2. The Product Return/Transfer Form must be completed and accompany the products being transferred.
3. The receiving hospital will sign statements that the units shipped were maintained at the appropriate temperature during shipment and that the units were visually inspected and found to be acceptable.
4. The supplying hospital keeps one white copy of the transfer form, the receiving hospital keeps the second white copy of the transfer form and the green copy of the transfer form is returned to IBC by the receiving hospital for appropriate charge adjustments.
5. The IBC contracted courier may be used for any transportation needs.



Supplies

A. Purchasing supplies

Hospitals may purchase supplies from IBC. The following list includes supplies that may be ordered from IBC (this list is not all inclusive).

1. Blood and pediatric aliquot bags
2. Saline
3. COBE 2991 cell processing kit
4. Cryocyte freezing pack
5. Urinalysis dipsticks
6. Glycerolite 57
7. Washing and Deglycerolization Solutions: 0.9% NaCl (1000mL), 12% NaCl (200mL), 1.6% NaCl (1000mL), 0.2%Dextrose/0.9% NaCl (1000mL)
8. TSCD wafers
9. Transfer packs
10. Plasma transfer sets
11. Y Type Blood Component Recipient Sets

Contact the **Hospital Services** department if an item is not listed here.

B. Returning Supplies

Hospitals may not return supplies. Credit will not be issued for these items.