

**Ordering
Blood/Blood
Components**

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 or faxing a completed *Hospital Blood Product Order* form.

	Indiana	Ohio
Main Line	317-916-5279	614-456-7577
Emergency Line #1	317-927-1668	614-582-6224
Emergency Line #2	317-363-6881	
Fax	317-916-5285	

In Indiana, if normal communication channels are unavailable, the SAFE-T communication system may be used as an emergency communication method. Versiti Indiana is available on the SAFE-T communication system as part of District 5.

Holiday observation will vary depending on the day of the week the holiday falls. Communication will be sent to customers about Routine and Scheduled delivery changes due to the holiday.

**Transportation
Terminology
and Metrics
Guidelines**

At the time the order is placed, please notify Hospital Services what your priority option is. Versiti order priority definitions and options are as follows:

Priority	Expected Hospital Turn-Around Time
STAT	Pick up < 60 min (20 min buffer) from hospital order placement and delivered directly
ASAP	Typical drive time <u>less than 90 minutes</u> : Delivered within 4.5 hours of order placement Typical drive time <u>greater than 90 minutes</u> : Delivered within 6 hours from hospital order placement
Routine	Ordered between hours of 06:00 and 16:00: Delivered within 12 hours of order placement Ordered between 16:01 and 05:59: Delivered within 24 hours of order placement.
Scheduled	Delivered with next scheduled delivery route.

Product Availability Policy

All orders will be filled according to the availability of blood/blood components.

If an ordered product is not immediately available, products will be offered for substitution. If substituted products are unacceptable, the Hospital Services staff will inquire as to the urgency of the order.

If the products are for stock, a back order may be created and the hospital will be informed of the back order.

If the products are for an emergency issue request, Blood Center staff will attempt to locate whatever is needed and transfer the product from another hospital's inventory or import the products from an outside facility.

Receiving and Checking in Orders by the Hospital

Follow hospital procedures for receiving orders, including product inspection and shipping temperature verification.

Any discrepancies must be reported to the Hospital Services department immediately.

Scheduled Temperature Checks

Hospital Services will randomly select hospitals to participate in scheduled temperature checks of liquid products (packed cells or platelets) and frozen products. Document these temperature checks on the accompanying *Transport Container QC* form following the form instructions.

For liquid products (packed cells or platelets):

- Locate the thermometer in the box.
- Document the temperature reading and indicate whether the product is acceptable according to the ranges on the form.

For frozen products:

- No thermometer will be sent.
- Perform a visual inspection and determine if dry ice is present and product is frozen.
- Document to indicate whether the packing is acceptable on the form.

Return the completed *Transport Container QC* form and thermometer (if applicable) to Hospital Services with the courier.

Return Policies

The goal of the return policy is to allow maximum utilization of the community's blood resources while minimizing outdate of these same resources. Please refer to your institutions contractual agreement for specific information on your return policy.

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.

Returned units must be accompanied by a completed *Product Return* form.

A visual inspection must be done on all units prior to return.

The hospital technologist initiating the *Product Return* form must sign and date on the statement indicating the products were stored appropriately at the facility following the criteria identified on the form.

If the *Product Return* form is incomplete or does not accompany returned units, the hospital will be contacted for resolution.

If the temperature of the returned units is outside of the acceptable range, the units will be isolated, and Hospital Services management will be notified for evaluation of the units. The returning hospital will also be notified.

Transfer Policies

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

NOTE: Hospital Services may coordinate this transfer upon request.

The *Hospital Product Transfer* form must be completed by the sending hospital and accompany the products being transferred.

The receiving hospital will sign statements that the units shipped were received at acceptable temperature and that the units were visually inspected and found to be acceptable.

Follow the instructions on the *Hospital Product Transfer* form to return to Hospital Services prior to sending product to the transferring hospital for appropriate charge adjustments.

A contracted courier may be used for any transportation needs.

**Packing
Returns/
Transfers**

If returning or transferring products, the shipping container must be packed properly to ensure products maintain acceptable temperatures. Hospital Services 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.

All products must be returned using shipping containers provided by Versiti.

Product Type	Packing Instructions
Red Blood Cells	a. Place product(s) into the shipping container lined with absorbent material. b. Place dividers on top of the product(s). c. Insert two to four bags of wet ice. See provided job aid for details. d. Close the silver flap.
Frozen products	Prior to packing, check that the product has not thawed or broken. <ul style="list-style-type: none"> • If shipping >2 units, place one trash bag of dry ice equal to or greater than the amount of product on top of 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. Close the silver flap.
Platelets	a. Place one layer of absorbent material in the bottom. b. Place 20-24°C gel packs on top of absorbent material. c. Place on layer of absorbent material on top of gel packs. d. Place product(s) on top of absorbent material. e. Place absorbent material on top of platelets. f. Place 20-24°C gel packs on top of absorbent material. g. Place on layer of absorbent material on top of gel packs h. Place the lid on box.
After packing as described as above, complete the following additional steps.	
a. Insert the <i>Product Return</i> form in the pouch on the outside of the box. b. Close the flap of the silver liner. c. Tape the shipping container closed (if applicable).	



Related Documents

Document Title	Number
Product Return	VER.HS.FM-0005
Hospital Product Transfer	VER.HS.FM-0014
Transport Container QC	IBC.HS.FM-0025