



Hospital Services

G U I D E

Service Philosophy



Hospital Services has two priority objectives:

1. Maximize the utilization of every component produced.
2. Maximize the availability of every component produced.

The first objective can be achieved if we are successful in establishing a state of equilibrium in which the number of units and the variety of components in our inventory system exactly matches the number of units and the variety of components required by the patients we serve.

The second objective can be achieved if we take the necessary steps to ensure the proper quantities of the proper components are in the proper places when they are needed. We will strive to satisfy all reasonable requests made of us.

Our entire organization shares responsibility for the success or failure in meeting our primary objective: from recruitment, through collection, processing, and distribution. Hospital Services' role is to monitor available inventory within the blood banking complex, and to move inventory promptly in response to patient needs.

- Blood and blood components must be available to all hospitals served by The Blood Center based on priority of need.
- The Blood Center must have the authority to redistribute blood and blood components to meet the needs of our service area.
- The Blood Center and the hospitals served must cooperatively determine optimal inventory levels based on reasonable need.
- The hospitals served are responsible for maintaining the area's blood inventory assigned to them within prescribed quality control guidelines.

The Blood Center maintains inventory control records to facilitate the movement of the blood and blood components. Each hospital served is responsible for providing, upon request, accurate information on the blood inventory assigned to them and for properly completing and maintaining records as appropriate.

Telephone Numbers

Main Line

| | |
|---|--------------|
| Headquarters | 713-790-1200 |
| The Blood Center East Texas | 936-560-3054 |
| The Blood Center of Brazos Valley | 979-764-5600 |

Hospital Services order line 713-791-6250 (24 hours)

- Hospital Services Emergency Lines 713-791-9307 or 713-791-9308

The Blood Center East Texas order line 936-558-4050

The Blood Center of Brazos Valley order line 979-694-1594

Reference Lab/Rare Donor Program 713-791-6286 or 713-791-6284 (24 hours)

Business Office 713-791-6383

Monday through Friday, 9 a.m. through 5 p.m.

Personnel Telephone Numbers

President and CEO

Nikhil Nayak nnayak@giveblood.org 713-790-1200

Chief Medical Officer

Dr. Beth Hartwell bhartwell@giveblood.org 713-791-6299

Medical Director

Dr. Daniel Welder dwelder@giveblood.org 713-791-6658

Chief Financial Officer

Eric Eaton eeaton@giveblood.org 713-791-6203

Vice President of Operations

Marc Lewis mlewis@giveblood.org 713-791-6673

Director, Product Management

Ronda Perguson rperguson@giveblood.org 713-791-6344

Director, Business Development

Steve Ruth sruth@giveblood.org 713-791-6202

Director, Laboratory Services

Maria Reutz mreutz@giveblood.org 713-791-6618

Manager, Consultation & Reference Laboratory

Shantelle Myers smyers@giveblood.org 713-791-6278

Hospital Relations Manager

Rebecca Pfardrescher rpfordrescher@giveblood.org 979-578-1098

Operations Manager, Product Management

Mike Duke mduke@giveblood.org 713-791-6214

Operations Assistant Manager, Product Management

Deingrid Brinkley dbrinkley@giveblood.org 713-791-6255

Manager, Quality and Compliance, Product Management

Lisa Torres ltorres@giveblood.org 713-791-6268

Service Levels, Pricing and Special Components



The Blood Center offers three different service levels designed to meet the needs of the hospitals we serve:

- Full Service
- Non-Full Service
- Ad-Hoc Service

For questions regarding any of the three service levels, please contact Rebecca Pfardrescher at 979-578-1098.

For current pricing and service fees, please see the current Fee Schedule for your hospital.

Certain blood components are returnable for credit if:

- They have been stored as directed on the component's label and consistent with the standards set by the FDA and AABB.
- They have not been entered or modified.
- Product labels have not been defaced.
- The original unit number is securely attached to the unit.
- At least five segments remain on red blood cells.

Special Order Components are provided upon request, some requiring 24 to 48 hours of advance notice. For a complete list of special-order products, please see the current Fee Schedule for your hospital.

Consultation and Reference Laboratory

Please contact our Consultation & Reference Laboratory at 713-791-6286 for assistance with Immunohematology Reference Laboratory (IRL) and Rare Donor services.

Our AABB accredited IRL is open 24 hours a day for assistance in resolving complex serological problems encountered in pre-transfusion testing.

Our Rare Donor Laboratory is open 24 hours a day for assistance with:

- Red blood cells negative for blood group antigens other than ABO/Rh
- Washed red blood cells
- Frozen/deglycerolized red blood cells for patients who require rare blood

Hospital Services



Online Ordering –The Blood Center offers online ordering. Utilizing the online ordering system reduces the need for most telephone communication. You can access the online ordering system by visiting the main page of www.giveblood.org and clicking “Login > Hospital” at the top right of the homepage.

For questions regarding the online ordering system, please contact Lisa Torres at 713-791-6268 Monday through Friday, 8:30 a.m. to 4:30 p.m.

Placing Blood Orders — Orders for transfusable products are to be placed with The Blood Center’s Hospital Services Department. Hospital Services can be reached 24 hours a day at 713-791-6250. In the unusual event that the 24-hour line is not answered when dialed, please call one of our two emergency lines at 713-791-9307 or 713-791-9308.

Response Time – The primary determinant of response time is the availability of the specific blood component requested. If the component is routinely stored by The Blood Center, delivery can be completed more quickly than if the component is available only through special request. As deliveries are normally prioritized based on need, response time also is affected by the other requests being made on the blood supply by the hospitals served.

Our goal is to deliver your blood products to you in a safe and timely manner. Events such as weather and traffic may intervene and complicate our delivery process. With many variables involved, Hospital Services staff may be reluctant to estimate a delivery time. However, in situations where delivery time is a critical factor in the provision of health care, it is reasonable for hospital personnel to ask if any unusual circumstances might delay blood delivery beyond normal travel time. Additionally, if Hospital Services staff detect unforeseen complications, hospital personnel have a right to expect appropriate notification.

- **STAT** – Term used to describe a situation for which any unnecessary delay in the provision of services will be, in the opinion of the physician, life-endangering to a

particular patient. STAT deliveries are 10 or fewer units of red blood cells or platelets and will be consigned or shipped within 10 minutes of receipt of order. Additional time will be needed for additional products, products that must be located, frozen products, or special requests such as antigen negative, CMV, sickle cell, or irradiation. The actual delivery time may vary for each STAT and can be affected by traffic or weather conditions.

- **ASAP** – Any time-sensitive delivery of a product. ASAP delivery times should be agreed upon between The Blood Center staff and ordering hospital.
- **Stock** – An order whose purpose is to increase the hospital inventory to an optimal level. Stock order requests could be affected by product availability. Stock order deliveries within 55 miles of The Blood Center are generally complete within six to eight hours.
- **Trade** – The replacement of a short-dated unit with a fresher unit.

Paperwork – Hospital Services has two main types of paperwork:

- Packing slip – Prepared as a delivery ticket to show what units are consigned to each hospital.
- Hospital Report of Returned Blood and Blood Components (GC3306) – This form is typically used to document unit returns from the hospital to The Blood Center. It can be a manual form or the online version. This form may also be used to document a temporary consignment (i.e., a transfer from one hospital to another without a stop at The Blood Center), or as a credit request form.

It is expected that all parties will complete the forms in their entirety as well as verify accuracy of all entries at delivery or return.

Blood Product Transfers within Hospital Systems that have return privileges – Hospitals may only transport blood products to other hospitals within the same hospital system. Doing so is allowable under the following conditions:

- Packing and Transport Standard Operating Procedures – Any hospital transporting blood products must develop packing and transport standard operating procedures (SOPs) that are sufficient to maintain proper transport conditions (temperature, agitation (platelets), etc.) for each product type in compliance with AABB and FDA regulations. Copies of packing and transport SOPs, along with any related forms and container validations must be submitted and approved by The Blood Center's Quality Assurance department.
- Traceability and Trackability – The hospital system assumes responsibility for documenting and maintaining storage conditions, traceability, and trackability for each unit transferred in the hospital system. The Blood Center will continue to show final disposition of each unit to the originating hospital.

For accurate billing updates between hospitals, the hospital must send unit information to the Records Coordinator Chynna Sands at the time of unit transfer by email csands@giveblood.org or call her directly at 713-791-6205.

Reporting Suspect Units – Contact Hospital Services for notification and pick-up at 713-791-6250 if you have a suspect unit. This includes, but is not limited to, the following:

- Appearance
- Clots
- Hemolysis
- Fibrin
- Lipemia
- Testing (blood type discrepancy or DAT)
- Bacterial contamination (Verax or Culture Positive)

Units returned for suspect GMP issues are reviewed by Blood Center Product Specialists and may be deemed ineligible for credit based on their findings.

Specimen Pickups – Hospital Services provides patient sample pickup for Consultation and Reference. The timeframe for sample pickup is no more than three hours from the pickup notification to sample receipt at the Consultation and Reference laboratory. Time may increase for facilities outside of the Houston Metroplex or in times of inclement weather or excessive traffic conditions.

Product Temperature Excursions - Temperature excursions that could affect returnable products should be reported to Product Management immediately. As a reminder, blood and blood products should be stored at the following temperatures:

- Red Blood Cells: 1- 6°C
- Platelets: 20 - 24°C
- Frozen Products: minus 18°C or colder

Quality Metrics – Gulf Coast Regional Blood Center can provide quality metrics to guide ordering decisions and satisfy regulatory agencies during inspections. For more information, please contact Rebecca Pfardrescher at 713-791-6234.

Disaster/Emergency – Gulf Coast Regional Blood Center is prepared for most situations that could potentially require a high number of blood components. Additionally, as a member of the BCA and AABB, we receive support through their Inter-organizational Task Force on Domestic Disasters and Acts of Terrorism. Ahead of expected severe weather, you will receive scheduled communications regarding inventory updates and operational plans. For more information on our disaster plan, please contact Rebecca Pfardrescher at 713-791-6234.

Additionally, Gulf Coast Regional Blood Center has a comprehensive Cyber Incident Response Plan. This plan is designed to ensure a swift, coordinated, and effective response to minimize

damage, restore operations and prevent future incident. The plan outlines the discovery, notification, and response procedures, and forensic analysis. The focus is to continue operations and restore normal operations quickly.

Blood Shortages - Blood shortages may occur in the wake of local and/or national circumstances such as weather events, pandemics, or other naturally occurring or disaster events that prohibit or prevent normal blood donor activity. Gulf Coast Regional Blood Center will employ the following strategies to ensure blood needs continue to be met throughout our service region:

- **Communication** – Gulf Coast Regional Blood Center places a high priority on communication with our hospital partners. As such, hospitals can expect written and/or verbal communication with updates about our inventory, donor activity, obstacles regarding deliveries (flooding, road closures, etc.), and any other pertinent information related to the availability of blood products.
- **Regional Inventory** – Blood Center staff will ask hospitals to provide us with real-time inventory counts to help us better understand the overall inventory disposition, and to aid us in making sure that available inventory is adequately distributed across our service region. In extreme cases, we may request that hospitals take steps to reduce their preferred inventory levels or reduce or cancel elective surgeries.
- **Imports** – as a member of Blood Centers of America (BCA) and America’s Blood Centers (ABC), Gulf Coast Regional Blood Center is part of a nationwide network of blood providers that can often help during local blood shortages. Accurate reporting of on-hand inventory in the region is critical as we leverage our BCA and ABC memberships to import needed products.
- **Donor Recruitment** - the Marketing department at Gulf Coast Regional Blood Center has many tools to reach out to and invigorate our donor base in times of need. Mobile blood drives and Neighborhood Donor Center operations (locations, operating hours, etc.) may be adjusted to better suit donors and/or the physical condition and accessibility of our service region.

Host a Blood Drive

Our mission is to partner with the community to help save and sustain lives by providing a safe supply of blood, biotherapies, and related services. To meet the needs of the community, the Blood Center relies on about 1,000 donations each day. Your facility can help save lives in our community by partnering with Gulf Coast Regional Blood Center to host blood drives throughout the year. We challenge our hospital partners to host at least one blood drive per quarter. Hosting at least one blood drive per quarter allows the dedicated donors in your organization to become Commit for Life members and helps us to better serve the community by meeting our annual lifesaving goals.

For more information about hosting blood drives, please contact Rebecca Pfardrescher at rpfordrescher@givelood.org for assistance or visit our [website](#).

Thank You

Thank you for being our valued customer. It is our pleasure to serve you and your patients with the highest quality of products and services. We look forward to building a stronger and everlasting relationship. Our goal is to provide solutions for your facility that will allow for the best patient and hospital outcomes. **YOU ARE A VALUED CUSTOMER!**