



# 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 match 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 success or failure in meeting our primary objective: 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 Gulf Coast Blood based on priority of need.
- Gulf Coast Blood must have the authority to redistribute blood and blood components to meet the needs of our service area.
- Gulf Coast Blood 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.

Gulf Coast Blood 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](mailto:nnayak@giveblood.org) 713-790-1200

**Medical Director**

Dr. Daniel Welder [dwelder@giveblood.org](mailto:dwelder@giveblood.org) 713-791-6658

**Chief Financial Officer**

Eric Eaton [eeaton@giveblood.org](mailto:eeaton@giveblood.org) 713-791-6203

**Vice President of Operations**

Marc Lewis [mlewis@giveblood.org](mailto:mlewis@giveblood.org) 713-791-6673

**Director, Product Management**

Ronda Perguson [rperguson@giveblood.org](mailto:rperguson@giveblood.org) 713-791-6344

**Director, Business Development**

Steve Ruth [sruth@giveblood.org](mailto:sruth@giveblood.org) 713-791-6202

**Director, Laboratory Services**

Maria Reutz [mreutz@giveblood.org](mailto:mreutz@giveblood.org) 713-791-6618

**Manager, Consultation & Reference Laboratory**

Shantelle Myers [smyers@giveblood.org](mailto:smyers@giveblood.org) 713-791-6278

**Operations Manager, Product Management**

Deingrid Brinkley [dbrinkley@giveblood.org](mailto:dbrinkley@giveblood.org) 713-791-6255

**Operations Assistant Managers, Product Management**

Stacey Davis [sdavis@giveblood.org](mailto:sdavis@giveblood.org) 713-791-6218

Lakesha Clark [lclark@giveblood.org](mailto:lclark@giveblood.org) 713-791-6303

**Manager, Quality and Compliance, Product Management**

Lisa Torres [ltorres@giveblood.org](mailto:ltorres@giveblood.org) 713-791-6268

**Manager, Client Services**

Christina Gligorova [cgligorova@giveblood.org](mailto:cgligorova@giveblood.org) 832-907-0079

## Service Levels, Pricing and Special Components



**Gulf Coast Blood 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 Steve Ruth at 713-791-6202.

**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

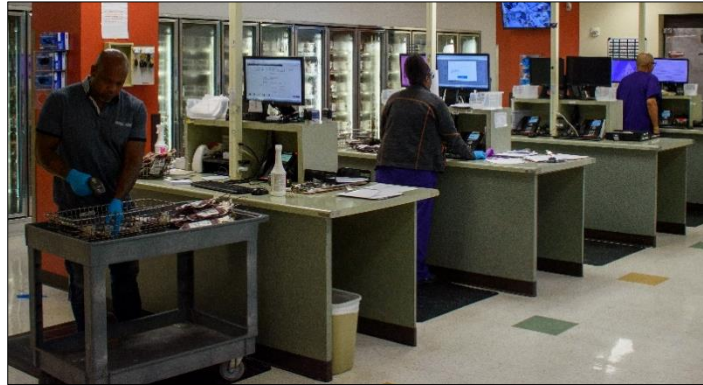
Please contact our Consultation & Reference Laboratory at 713-791-6286 for assistance with Immunohematology Reference Laboratory (IRL) and Rare Donor services.

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** –Gulf Coast Blood 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](http://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 Gulf Coast Blood’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 Gulf Coast Blood, 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.

- **Rapid Delivery** – A rapid delivery request is defined as an order in which any delay in providing blood components may be life-threatening to a patient, as determined by the

ordering physician. A Rapid Delivery Map has been added for your convenience on page 11.

**Order to Dispatch Time:**

- Requests for 20 units or fewer of red blood cells or platelets that are currently available will be processed, packed, and ready for dispatch within 10 minutes of order receipt.

**Estimated Total Delivery Time (Start to Finish)**

- 45-120 minutes, depending on the distance to the hospital, traffic conditions, weather, and product availability at the time of request. Additional time may be required for:
  - Orders exceeding 20 units
  - Products requiring search or retrieval
  - Specialized components, including but not limited to: Antigen-negative units, CMV negative units, Sickle Cell negative units, irradiated units, frozen or thawed units, and rare phenotypes.
- **ASAP** – Any time-sensitive delivery of a product. ASAP delivery times should be agreed upon between Gulf Coast Blood 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 Gulf Coast Blood 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 Gulf Coast Blood. 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 Gulf Coast Blood), 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 Gulf Coast Blood'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. Gulf Coast Blood 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](mailto: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 Gulf Coast Blood 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 Blood can provide quality metrics to guide ordering decisions and satisfy regulatory agencies during inspections. For more information, please contact Steve Ruth at 713-791-6202.



**Disaster/Emergency** – Gulf Coast Blood 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.

Additionally, Gulf Coast Blood 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 incidents. 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 Blood will employ the following strategies to ensure blood needs continue to be met throughout our service region:

- **Communication** – Gulf Coast Blood 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** – Gulf Coast Blood 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 Blood 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 Blood 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, Gulf Coast Blood relies on about 1,000 donations each day. Your facility can help save lives in our community by partnering with Gulf Coast Blood 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, visit our [website](#).

For additional information please visit our Hospital Services Information Center at <https://www.giveblood.org/products-and-services/hospital-services/>.

## 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!**

# Rapid Delivery Map



- CORE CIRCLE**  
  
Within 45 minutes or less
- INNER CIRCLE**  
  
Within 75 minutes or less
- MID CIRCLE**  
  
Within 95 minutes or less
- OUTER CIRCLE**  
  
Within 120 minutes or less

