



Emergency Services Guide

Telephone Numbers

Main Line

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|--|--------------|
| 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)

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|---|------------------------------|
| • 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 |

Business Office 713-791-6383

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

Personnel Telephone Numbers

Director, Product Management

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Operations Manager, Product Management

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

Operations Assistant Managers, Product Management

Stacey Davis sdavis@giveblood.org 713-791-6218

Lakesha Clark lclark@giveblood.org 713-791-6303

Manager, Client Services

Christina Gligorova cgligorova@giveblood.org 832-907-0079

Quality and Compliance Manager, Product Management

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

Operations Manager, Brazos Valley

Kyle Pearcy kpearcy@giveblood.org 979-764-5600

Operations/Technical Services Manager – East Texas

Pam Parrish-McCain pmccain@giveblood.org 936-560-3054

Prehospital Blood Transfusion Introduction

Studies have shown that the use of blood products prior to arrival at the hospital significantly improves patient survival. Data from randomized controlled trials also indicate that delay in providing blood products increases the risk of mortality in patients with severe traumatic bleeding. A prehospital blood transfusion program enables emergency medical service agencies (EMS) to supply lifesaving blood and/or blood components to trauma patients and anyone else who may need it at the scene of an incident.

This Guide applies to agencies that provide urgent or emergent care to a patient before arrival at a hospital, including, but not limited to, at the point of injury, in a ground ambulance, or in an air ambulance.

The current *Circular of Information for the Use of Human Blood and Blood Components (COI)* provided to you by GCB will provide comprehensive information on indications, administration, potential risks, and other important considerations related to blood transfusion. Click [here](#) for the current e-version of the COI or go to <https://www.giveblood.org/products-and-services/hospital-services/> and scroll towards the bottom of the page.

Blood Resource Conservation and Stewardship

Minimizing waste of expired blood products is morally necessary and logistically essential. Blood waste should be minimized through strategies to incorporate the least amount of blood products necessary to cover a geographic region.

Whole Blood Rotations

Prehospital transfusion services must have a SETRAC letter of participation on file and work with their local hospitals and Gulf Coast Blood (GCB) to establish a day-7 whole blood rotation program, allowing sufficient time for redeployment to our local hospitals within the 21-day expiration window.

Blood product inspection should be conducted whenever a new unit is delivered to any pre-hospital transfusion site. Items of inspection to include:

- Color of blood segments is the same color as the blood in the bag.
- Unit is free of visible clots, leaks, or discoloration.
- Seals and port are completely sealed.
- There are at least 3 segments attached to each unit.
- Blood label is free of damage and expiration date is >10 days from current date.

Quality Approval

Participants must adhere to and submit evidence supporting storage and transportation temperature compliance prior to first blood delivery. Thereafter, Participant is subject to temperature reviews at blood center's discretion and at minimum must participate in an annual review of storage temperature, and associated documentation with the Program.

Participants must:

1. Participate in an on-site quality inspection of storage equipment prior to initial delivery.
2. Provide documentation for a 6-month post go-live review and annual on-site review. These reviews may be on-site or remote.

Temperature Storage Requirements

Blood must be stored continuously in a monitored portable cooler or refrigerated system designed to keep the blood between the required 1°C and 6°C for >24 h while in storage.

A temperature monitoring technology must exist to provide continuous, real-time, monitoring and alerting services. Alerts must be transmitted in real-time to EMS supervisors on duty, the EMS operations leadership, and/or the EMS medical director as push notifications, to allow for immediate recognition and mitigation of any temperature control issues.

Gulf Coast Blood Prehospital Transfusion Products

Gulf Coast Blood is committed to providing essential blood products tailored for prehospital transfusion needs. This section outlines the specific products available.

| PRODUCT | STORAGE TEMPERATURE | DATING PERIOD |
|--|---------------------|----------------------------------|
| Low-Titer Group O Rh Positive Whole Blood, non-leukocyte reduced | Between 1 and 6 °C | 21 days from date of collection. |
| Red Blood Cells, group O Rh positive, Leukocytes reduced | Between 1 and 6 °C | 42 days from date of collection. |
| Liquid Plasma, Group A | Between 1 and 6 °C | 26 days from date of collection. |

Low Titer Group O Whole Blood (LTOWB)

- By special order only; Allow 24 – 48 hours for delivery.
- May be re-stocked on a pre-defined schedule.
- Not eligible for direct credit; however, may qualify for rotation into a hospital system.

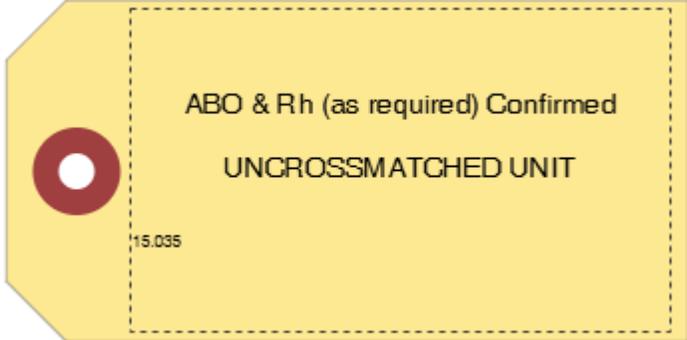
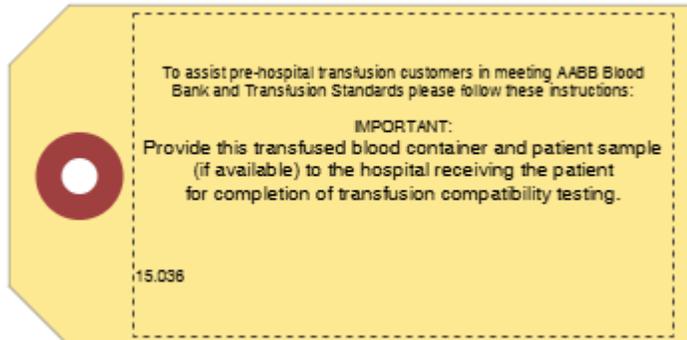
Type A Liquid Plasma

- By special order only; Allow 24 – 48 hours for delivery.
- May be re-stocked on a pre-defined schedule.
- Not eligible for return or credit if not used.

Leuko-Reduced Red Blood Cells (LRBCs)

- LRBC's are returnable to GCB for credit if not used.
 - Units must be returned with at least 14 days remaining before expiration
 - A minimum of 5 segments remains attached to the unit.
 - Unit labels have not been defaced
 - Temperature has been maintained at 1-6°C throughout the life of the unit
- Order as needed or can be re-stocked on a pre-defined schedule.

Labeling/Tag information

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|--|---|
| <p>RBC/WB COMPONENT TAG</p> | <p>Applicable AABB Standard (Standards for Emergency Prehospital and Scheduled Out- of-Hospital Transfusions 1st Edition, July 2025)</p> |
|  | <p>4.3.1</p> |
|  | <p>5.2, 5.3.4.1</p> |

Recall/Retrieval/Lookback

If a recall/retrieval/lookback is issued for a blood product in the possession of the EMS, GCB will alert the EMS to disallow use of the unit and GCB will pick the unit up and return it to GCB. Units are eligible for credit once returned.

Ordering Products

Gulf Coast Blood offers a convenient online ordering system designed to streamline the ordering process.

Accessing the Online Ordering System - To access the online ordering system, follow these simple steps:

- Visit the Main Page: Go to www.giveblood.org
- Login for Hospitals: Click on “Login > Hospital” located at the top right corner of the homepage. This will direct you to the appropriate login page.

If you encounter any issues or have questions regarding your online order, assistance is readily available. For general inquiries about your order, please call 713-791-6250. For specific questions related to the online ordering system itself, Lisa Torres is available to help. You can reach her at 713-791-6268 or lrunnels@giveblood.org, Monday through Friday, from 8:30 a.m. to 4:30 p.m.

Documentation

Hospital Services rely on specific types of paperwork to ensure accurate tracking and management of blood and blood components. All sections of the forms must be completed in their entirety.

Packing Slip - The packing slip serves as a delivery ticket, detailing the distribution of blood units to various locations.

- Key Features of a Packing Slip:
 - Unit Details: Lists the specific blood units assigned to each location.
 - Receipt: Requires signatures of both the sender and receiver upon delivery.

Hospital Report of Returned Blood and Blood Components (GC3306) - The GC3306 form is integral for documenting the return of red blood cell units from the EMS site back to GCB. It can be utilized in both manual and online formats, depending on the site's preference.

- Uses of GC3306:
 - Used to document the return of red blood cell units from the EMS site to GCB, ensuring proper record-keeping.
 - Used to document transfers of whole blood units between EMS sites and an anchor hospital as part of a whole blood rotation system.

Notification to GCB for Storage Equipment Failures

In the event of storage equipment failure, please notify Hospital Services to halt deliveries until such time as the equipment is repaired and back in service as to avoid unnecessary trip charges. Red Cell units stored in out-of-service equipment are no longer eligible for credit. Units involved in temperature excursions outside of acceptable range of 1-6°C should be discarded immediately.

Metrics

The EMS is required to keep metrics on the number of whole blood units transfused, the number of whole blood units expired, and the number of whole blood units rotated into hospital inventory and report those numbers to GCB annually and upon request.

Reporting Suspected Product Quality Issues

When handling blood units, it is crucial to identify and report any suspect units promptly to ensure patient safety and product integrity.

Reporting Suspect Units: If you identify a suspect unit, immediately contact Hospital Services for notification and pick-up at **713-791-6250**. Suspect units include, but are not limited to, those exhibiting the following issues:

- Clots: Presence of clots within the unit.
- Hemolysis: Destruction of red blood cells leading to a reddish hue in plasma.
- Fibrin: Formation of fibrin strands in liquid plasma.

Emergency and Disaster Preparedness

Gulf Coast Blood Emergency Preparedness - Gulf Coast Blood is dedicated to ensuring the availability of blood components during emergencies and disasters. Our preparedness efforts are comprehensive, aiming to address both natural and human-made crises.

As an active member of the Blood Centers of America (BCA) and the American Association of Blood Banks (AABB), we benefit from a robust support network. Through the Inter-organizational Task Force on Domestic Disasters and Acts of Terrorism, we receive guidance and assistance during large-scale emergencies. This collaboration ensures that we can meet any surge in demand for blood components effectively.

Severe Weather Preparedness - In anticipation of severe weather events, GCB has established protocols to maintain operations and ensure available blood supplies. We provide scheduled communications to keep stakeholders informed about inventory updates and operational plans.

Cyber Incident Response Plan - Understanding the critical role of technology in our operations, the Gulf Coast Regional Blood Center has developed a comprehensive Cyber Incident Response Plan. Key Components of the Cyber Plan include:

- Discovery: Identifying potential cyber threats and vulnerabilities.
- Notification: Promptly informing relevant stakeholders and authorities about any incidents.
- Response Procedures: Detailed steps for addressing and mitigating the effects of cyber incidents.
- Forensic Analysis: Conducting thorough investigations to understand the cause and scope of the incident.

Our focus is on maintaining continuous operations and ensuring the swift restoration of services, reinforcing our commitment to community health and safety.

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. Gulf Coast Blood will provide communication to keep prehospital transfusion services informed about several critical aspects, including:

- Inventory Updates: Availability of blood products.
- Delivery Obstacles: Alerts regarding potential delivery challenges like flooding, road closures, and other unforeseen circumstances.
- Compliance Related Information: Any information that could impact on the safety, purity, or potency of the blood products we provide

Let's Keep In Touch

To ensure that your team receives all necessary communications, it's important to keep your staff contact information up to date. This involves:

- Notifying Gulf Coast Blood of any changes in your staff who need to receive these communications.
- Providing updated contact details to ensure there are no disruptions in receiving critical updates.

To report any changes in your staff communication preferences or contact information, please reach out to **Christina Gligorova**. You can contact her at: cgligorova@giveblood.org.

By maintaining open lines of communication and promptly updating any changes within your team, we can work together to ensure the consistent and reliable delivery of blood products to those in need.

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 make a significant impact by partnering with Gulf Coast Regional Blood Center to host blood drives throughout the year. We ask that participating EMS host at least one blood drive per quarter.

For more information about hosting blood drives, call 713-791-6670 or email hostblooddrive@giveblood.org.

Thank You

Thank you for choosing us as your partner. We're committed to providing high-quality products and services. By understanding your needs, we aim to offer solutions that support your goals. Our partnership is built on trust and a shared commitment of improved outcomes. Thank you for being a valued customer.