# Applicable Laboratory(s):

North Carolina Baptist Hospital (NCBH)

Lexington Medical Center (LMC)

Davie Medical Center (DMC)

Wilkes Medical Center (WMC)

High Point Medical Center (HPMC)

Westchester

Clemmons

# Purpose

The purpose of this procedure is to assign the appropriate computer disposition or status and properly dispose of or return to the supplier units that are unacceptable for transfusion.

# Scope

This procedure applies to Blood Bank Staff and Management

# Definitions

1. Procedure: A process or method for accomplishing a specific task or objective.
2. WFBH Lab System: Wake Forest Baptist Lab System is a health system that includes Wake Forest Baptist Medical Center and all affiliated organizations including Wake Forest University Health Sciences (WFUHS), North Carolina Baptist Hospital (NCBH), Lexington Medical Center (LMC), Davie Medical Center (DMC), Wilkes Medical Center (WMC), High Point Medical Center (HPMC), Lab at Westchester and Lab at Clemmons.
3. ARC: American Red Cross
4. BC/TBC: The Blood Connection
5. BCW: Blood Center of Wisconsin
6. MISC: Miscellaneous
7. CP: Component Prep
8. Functions:

* Inventory>In/Out> Return
* Inventory>In/Out> Transfer
* Inventory>In/Out>Unit Recall
* Inventory>Edit>Status

1. Status Codes:

* E Discarded
* I Issued
* T Transfused
* Q Quarantined
* A Available
* S Selected
* U Untested
* V Divided
* R Returned
* F Transferred
* G Changed
* L Pooled

# Supplies/Materials

See individual sections

# Sections

I. Expired Products

II. Unacceptable Units Due for Credit

III. Unacceptable Products Returned from floor

IV. Transfer

V. Units Returned from “Transfer”

VI. Return for Freezing

# Procedure Guidelines

**I: Expired Products**

Chemical Risk Assessment: none

Biological Risk Assessment: none

Protective Equipment: Lab coat, gloves

Supplies: N/A

Reagents: N/A

Equipment: Computer with SCC access

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Obtain the Expiration Summary Report that automatically prints after midnight.**   * 1. **If need to re-print the report:**   2. Go to Inventory>Reports>Expiration Summary.   3. Enter “from” date 2 days prior.   4. Enter “to” date as yesterday.   5. F12 to accept.   6. Select Printer and Enter. |
| **2.0** | **Pull the expired products that have printed on the list.**  2.1 Check the QC shelf for any products that may have expired prior to midnight.   1. Units that expire prior to midnight should be removed to the QC shelf.   (plasma, cryo, etc.) |
| **3.0** | **Match the expired units to the units on the Expiration Summary Report and place a check by each unit.**  3.1 Initial and date the Expiration Summary Report when all units have been pulled  and accounted for.  3.2 Request credit in Blood Hub if unit qualifies (CDIE).  *Refer to Attachment 4: Expired Products flow chart.* |
| **4.0** | **Discard all expired units in the large regulated waste biohazard bin.**  4.1 Enter unit **comment** if released to research.  *Refer to BB-POL-0018 (R): Platelets Protocols* |

II: Unacceptable Units Due for Credit

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Unacceptable units due to a supplier issue should have a credit request placed in Blood Hub or faxed to ARC during downtime.**   * 1. Request credit in Blood Hub for ARC products.   *Refer to BB-SOP-0015: American Red Cross Connect Online Blood Ordering System*   1. Call the main ARC number 800-532-0025, option 3, Monday –Friday, during business hours for any product quality issues such as labeling problems or ABO discrepancies.    1. Verify Credit Request was approved in BloodHub.      1. Click 2. Click Inventory. 3. Click on credits.    1. During downtime fill out a **Credit Request for Products-Non-Physical Return** form. 4. The ARC will fax a Return Authorization Form back to us. 5. When the fax copy is received fill out **Section 2: Customer Product Quality Certification.** 6. Fill in the Customer Number (2420) and Customer Name (WFUBMC) 7. The tech filling out the form should **Print** their name and the date. 8. **Write the ENTIRE unit number, including the 00 and check digit (*ex. W20121482589500V)***, on a separate line for each unit. 9. Fill in the ABO/Rh and Product Code from the unit bag.  |  |  | | --- | --- | | Broken Plasma | Clotted, Hemolyzed, etc. | | Check the box for Broken.    *Note: The sheet may be held until Friday and additional units added during the week as needed. Fax on Friday if held.* | Mark **Return for Quality Issue** and write ***‘issue’*** in the comment space.  *Note: If a frozen red cell is broken, make a note of any antigens charged in order to get credit.* |   Fill out the date and time of return.   1. Fill out the date and time of return, **SIGN THE FORM.**   **This must be done to obtain credit.**   1. Fax the Credit Request sheet to the ARC number printed on the form.  * The ARC will fax the completed request authorization back.  1. File the completed form in the Blood Invoice tray.    1. ***NOTE: Contact other suppliers to determine the documentation needed and to request credit.*** |
| **2.0** | **Update the unit in SCC.**  *Refer to Attachment 5: Unacceptable Unit Flow Chart*  2.1   |  |  | | --- | --- | | Physically Discarding Unit | Returning Unit to Supplier | | 1. Inventory>Edit>Status 2. Select E for Discarded 3. Enter the appropriate reason code.   *Refer to Attachment 1: Reason*  *codes*   1. Select the canned message CREDT to denote the credit request when the Exception occurs due to the Inventory Status Change. | 1. Inventory>In/Out>Return 2. Select Source (Supplier of blood product) from drop down list. 3. (DMCBR will select this when returning blood to Wake Main Campus.) 4. Select Invoice Number from drop down box (if known). 5. (This does not have to be entered to proceed.) 6. F12 to accept. 7. Scan unit number(s) and product code if prompted. 8. F12 to accept list. 9. Select condition from drop down box.  * TFAIL = Temperature failed * VFAIL = Visual Inspection failed * S = Visual Inspection passed  1. Return box should automatically be checked. 2. Click F6 to enter canned comments of CLOT and CREDT. 3. F12 to save. 4. F12 to accept and Answer Yes to Save. |   2.2 Record each unit number, E code, and component type that has a credit  request on the Unacceptable Unit Disposition log.   1. Check if QA written. 2. Check unit problem. 3. Initial when done in SCC. 4. Initial when done in Blood Hub or NA if not needed. 5. Initial when physically discarded or NA if returning to supplier. 6. Initial when final unit disposition is completed and date. |
| **3.0** | **Physically take care of unit once paperwork is complete.**   |  |  | | --- | --- | | Discarding unit | Returning unit | | Place in large regulated waste biohazard bin. | 1. **Pack the returned product appropriately.** 2. Make a copy of the return authorization form and write which product (ex. 3. Plasma) was returned on the ***copy*** and place in the Blood Invoice tray. 4. Place the original inside the shipping box on top of the Styrofoam inner 5. container before sealing the box. 6. Place a green Return Label on the outside of the box. 7. *Write on the label which blood center the box is going to: Charlotte or Durham.* 8. *Refer to Attachment 4:Return To: American Red Cross* 9. Give the box to the ARC delivery person to return to ARC. | |
| **4.0** | **Place printout from BloodHub in Blood Invoice tray.** |

III: Unacceptable Products Returned from Floor

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Units that are returned from the floor and are unacceptable for reissue during the day should have the status changed and the unit disposed of by the tech who returns the unit.**   |  |  | | --- | --- | | **IF** | **ACTION** | | Patient received any of the unit | **Status must remain Transfused for Lookback tracking.**   1. In function Inventory>Edit>Comm, edit the unit comment. 2. Modify the volume to the volume given. 3. Select Canned Comment **PART** and F12 to accept. 4. Dispose of the unit, if returned, in the large regulated biohazard waste box. 5. Record the wastage in the Wastage Log. 6. Complete an RL6 report. | | No part was transfused | In function Inventory>Edit>Status, change the status of the unit to **E for Discarded**.   1. Click F5 to add a unit comment BEFORE accepting new status and free text any information about the return, such as blood temperature or “nurse spiked through unit”. 2. Select the appropriate **reason code**: **OUT,**  **OPEN or EXP.**   *Refer to Attachment 1: Reason Codes*   1. **Write the Unit Number, ABO/Rh, and product along with status and reason codes on the daily expired products sheet.** 2. Dispose of the unit in the large regulated biohazard waste box. 3. Record the wastage on the Wastage Log. 4. Complete an RL6 report. | |

IV: Transfer

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Units that are transferred to another hospital or sent to an offsite facility, Davie for stock, are Transferred in SCC.**   * 1. In function **Inventory>In/Out>Transfer**, select Destination from the drop down  1. box.   1.2 **Barcode** the unit number and product code at the prompts. *Note: More than 1*  *unit can be transferred at a time.*  1.3 When all the units being transferred are selected, click F12 to accept unit list.  1.4 Select the condition of the unit from the drop down box.  1.5 F12 to accept and Yes to save changes.  1.6 Select Full List from the box that shows destination information.  1.7 Determine the outgoing invoice number and how many copies are needed and  complete the forms.   |  |  |  |  | | --- | --- | --- | --- | | **Destination** | **Number of Copies** | **Instructions** | **Comments** | | Davie | 1 | 1. Fill out “For shipping Hospital Use Only” section. 2. Record Cooler number or check ARC box if used. 3. Make a copy. 4. Send 1 copy with units. 5. Retain 1 copy for our records. |  | | Other hospitals | 0\* | 1. Complete the transfer in Blood Hub if ARC units are being transferred. 2. Blood Hub generated form can be used. 3. Make a copy. 4. Send 1 copy with units. 5. Retain 1 copy for our records. | \*May utilize Blood Hub generated form if ARC units. If other blood supplier units are sent – utilize the SCC form. The preference is to use ARC units. If other supplier units are sent then must invoice the receiving hospital for units. | |
| **2.0** | **Pack the product appropriately.**  2.1 Units sent to Davie, Clemmons or to outside hospitals are packed in coolers or  ARC shipping boxes if cooler cannot be returned or no cooler available. |

V: Units Returned from “Transfer”

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Units returned from Davie which are in status transferred should be inspected upon return for suitability for reissue.**   * 1. Units that are in date and within temperature range can be returned to inventory.   2. Units that are expired or out of acceptable temperature range must be discarded.  |  |  | | --- | --- | | **If** | **Action** | | Acceptable for reissue | 1. In SCC – Inventory>In/Out>Delivery or Batch Delivery, select **Source (must be Davie or where units are being transferred from)** 2. Barcode the unit number and product code at the prompts. 3. Barcode the ABO/Rh. 4. Enter volume if it does not default. 5. Barcode the expiration date. 6. Answer S for Visual Inspection. 7. Click F12 to accept and Yes to save. 8. Return the units to the inventory shelf. | | Unacceptable for reissue | 1. In SCC – Inventory>In/Out>Delivery or Batch Delivery, select **Source (must be Davie or where units are being transferred from)** 2. Barcode the unit number and product code at the prompts. 3. Barcode the ABO/Rh. 4. Enter volume if it does not default. 5. Barcode the expiration date. 6. Change condition to TFAIL (Temperature Failed) or VFAIL (Visual Inspection Failed). 7. Enter Temperature if TFAIL is used. 8. Click F12 to accept and Yes to save. 9. Unit will be Quarantined. 10. Go to Inventory>Edit>Status. 11. Barcode the unit number and product code. 12. Esc-end of view. 13. Enter new status of E for Discarded. 14. F5 to enter a Unit comment. 15. Select a canned message if appropriate or free text. 16. F12 to accept and Yes to save comment. 17. F12 to accept status. 18. Select reason from drop down box. 19. F12 to accept and Yes. 20. Enter free text or F5 for list of canned messages when Exception box appears. 21. F12 to accept and Yes to save. 22. Record the unit in the Wastage Log. 23. Write the unit number, ABO/Rh and product along with status and reason codes on the daily expired products sheet. 24. Discard the unit in the large regulated biohazard box. | |

VI: Return for Freezing

| **STEPS** | **INSTRUCTIONS** |
| --- | --- |
| **1.0** | **Autologous units or liquid units with rare antigens may be returned to the ARC to be frozen for later use.**  **NOTE: Other suppliers – check with supplier to see if they will accept return and freeze.**   * 1. Return on line with ARC Blood Hub.   *Refer to BB-SOP-0015: American Red Cross Connect Online Blood Ordering System*   * 1. During downtimes, call the main ARC number 800-532-0025, option 3, Monday –Friday during business hours, to obtain authorization for the return.   a. The ARC will fax a Return Authorization Form back to us.  b. When the fax copy is received fill out **Section 2: Customer Product Quality**  **Certification.**  c. Mark **Return for Reissue**.  d. Fill out the date and time of return.  **e. SIGN THE FORM.**  f. Note which ARC facility the unit needs to be sent to. |
| **2.0** | Return the unit in SCC.   * 1. Go to Inventory>In/Out>Return, select correct source of unit.   2. Scan unit number and product.   3. F12 to accept.   4. Click F6 to enter a Comment.   5. Free text that unit is being returned to be frozen.   6. F12 to accept and Yes to save comment.   7. Select Condition from drop down box.   8. F12 to accept and Yes to save changes.   9. Enter invoice number and number of copies needed.   10. Check Full list.   11. Request Credit in Blood Hub.   *Refer to BB-SOP-0015: American Red Cross Connect Online Blood Ordering System*   * 1. Verify Credit Request was approved in BloodHub. |
| **3.0** | **Pack the returned product appropriately.**  3.1 Make a copy of the return authorization form and place in the Blood Invoice  tray.  3.2 Place the original inside the shipping box on top of the Styrofoam inner  container before sealing the box.  3.3 Place a green Return Label on the outside of the box. *Write on the label which*  *blood center the box is going to: Charlotte or Durham.*  3.4 Give the box to the ARC delivery person to return to ARC. |

# Literature References: NA

# Related Procedures/Policies in Navex: NA

# Attachments/Linked Documents in Title 21:

Attachment 1: Reason Codes

Attachment 2: Unit Recall Flow Chart

Attachment 3: Canned Messages for Status Changes

Attachment 4: Expired Products

Attachment 5: Unacceptable Unit Disposition

Attachment 6: Unacceptable Unit Disposition Log

BB-SOP-0015: American Red Cross Connect Online Blood Ordering System

BB-POL-0018 (R): Platelets Protocols

# Revision Dates: Review Change Summary as represented in Title 21.

**Attachment 1: Reason Codes**

|  |  |
| --- | --- |
| Abbreviation | Description |
| AUTOM | Auto Unit/Patient: type mismatch |
| BUST | Broken bag |
| CDIE | Credit Due if Expires |
| CLOT | Clotted |
| COLD | Unit too Cold |
| COUT | Cooler Out Too Long |
| CRN | Prod Not TRX – Left in Cooler |
| DELEU | Delivered Exp Unit |
| ERROR | Error |
| EXP | Expired |
| FAIL | Visual Fails AABB standard |
| HMLYS | Hemolyzed |
| HOLE | Spiked bag |
| HUE | Failed Hue Check |
| ICTRC | Icteric |
| LABEL | Label not Verified |
| LPMC | Lipemic |
| MIA | Cooler Missing |
| MTP | Discard due to MTP |
| NOSE | No segments on bag |
| OUT | Out too long |
| NOVFL | Label Not Verified |
| OKBLD | Blood/Plasma Returned within 20 minutes |
| OKPLT | Plts/Cryo Returned within 20 minutes |
| RCALL | Recalled |
| RECST | Quarantined in Unit Recall |
| RETYP | Retype Different than Label |
| RSH | Research |
| SUCAN | Selected Unit is Cancelled |
| TEMP | Temperature Failed |
| TYPEQ | Quar unit after ABORh modify |
| UNACC | Unacceptable unit |
| WCU | Wrong Cooler Used |

**Attachment 2: Unit Recall**

**Diagram

Description automatically generated**

**Attachment 3: Canned Messages for Status Changes**

CDIE Credit Due if Expires

CLOT Unit Clotted

CREDT Credit Requested

HUE HUE for deglyced unit unacceptable

SALV Salvaged plasma removed and discarded

BUST Broken bag

RCALL Recalled by Supplier

ERROR ERROR due to\_\_\_\_. The following corrective action was taken\_\_\_.

HMLYS Hemolyzed

ICTRC Icteric

LPMC Lipemic

NOSE No segments on bag.

PART Partial unit transfusion: Approximately\_\_ml of unit was transfused. The

remainder was discarded.

RSH Research

**Attachment 4: Expired Products**



**Attachment 5: Unacceptable Unit Disposition**

