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I. PURPOSE

The purpose of this document is to provide guidelines to staff members when calling management or pathology for guidance regarding testing and/or blood availability difficulties. It is the goal of the department to provide safe blood products as quickly as possible for all our patients.

II. SCOPE

This document applies to Blood Bank Staff and Management

III. DEFINITIONS/ABBREVIATIONS

ABID: Antibody Identification
 Plt: platelet

IV. POLICY

- A. Blood Bank staff may always consult with the members of management about ANY situation at ANY time.
 - 1. Typically, there is a member of the management team available in the blood bank for in-person consultation M-F, 7-4. After hours there is always someone designated on-call.
 - 2. The on-call person is noted on the schedule. Staff phone numbers are available on the blood bank phone number list (SharePoint site). Personal phone numbers should not be disseminated outside of the department and are posted for departmental and emergency use only.
 - 3. Telephone calls are preferable to texting, especially in emergent situations.
 - 4. If the on-call supervisor does not answer or respond immediately, call a second time. If the second call is not answered, call the other member of the management team or contact the pathology resident on-call.
- B. Specific instances should ALWAYS be escalated to management and/or the pathology team.

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1. STAT or Routine orders for blood products where the care team has called a second time, blood product is not yet ready for pick-up and the clinical team does not want emergency release.
 - a) In these instances, call the pathology resident first. They will contact the clinical team and communicate with them about the benefits and risks of taking blood on either emergency release or blood product release. This will free-up time for staff to focus on completing the workup or steps necessary to prepare the products desired.
 - b) Secondly, alert management so that we can provide consult to expedite the case.
 2. Antibody workups from STAT areas where the antibody ID is unknown after the completion of the first panel and further workup steps are in question.
 - a) Consult management
- C. When consulting management please provide the following information if applicable:
1. Urgency of the case.
 - a) STAT vs. Routine
 - b) Are blood products requested?
 - c) Current hemoglobin or plt count (depending on nature of the call).
 - d) Patient condition: stable vs. active bleeding
 - e) Patient location: ED, OR, ICU, etc.
 2. Patient history
 - a) Historical antibodies and BAD file information
 - b) Recent transfusions (Care Everywhere information)
 - c) Diagnosis
 - d) Age
 3. Current testing summary
 - a) ABO/Rh
 - b) Antibody screen/ABID issues
 - c) DAT
 - d) Eluate
 - e) Crossmatch
 4. Issue at hand requiring consultation

V. CROSS REFERENCES

Not Applicable

VI. RESOURCES AND REFERENCES

Not Applicable

VII. ATTACHMENTS

Not Applicable