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**INFORMATION ONLY**

Potential discrepant ID# on RBC segment line  
Customer Letter # 2016-31

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2016-10-17

Dear Customer:

**Background**

SAGM Red Blood Cells (RBC), Leukocytes Reduced, units include a segment line where normally all segments are identified with the same ID#. This segment ID# is printed directly onto the tubing by our bag supplier during their manufacturing process.

**Issue**

We wish to inform you that Canadian Blood Services has received three reports from two hospitals that RBC units were noticed to have discrepant ID# within a segment line. In all cases, the segment closest to the bag was displaying a different ID# than the other segments within the segment line (See picture). Our bag supplier estimates that no more than 150 bags out of the 6,300 made in this lot may present this type of segment ID# discrepancy.



**Risk**

If your facility uses the segment ID#, we recommend you verify that all segments within a segment line have the same ID# prior to separating them from the RBC unit. This extra precaution may be required until RBC made from the implicated lot of bags are expired which is estimated to be at the end of December. We will advise you further as this matter becomes resolved. If you find a discrepancy, please complete a Hospital Feedback form.

This customer letter can also be viewed at [www.blood.ca](http://www.blood.ca) in the "Hospitals" section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

Rick Prinzen  
Chief Supply Chain Officer