



## Requesting Products for an Emergent Patient Need

The American Red Cross recognizes that not all blood product needs can be planned and may sometimes require additional product support. If you have an emergent need for blood, we recommend placing a STAT order as described below to ensure the request is reviewed and processed expeditiously. All emergent requests, regardless of product, should follow the options below.

### OPTION 1:

Place a **STAT order in Connect, even if it is over the IPS**. Include in the comment field that the order is for an emergent need, i.e. immediate patient need, MTP (Mass Transfusion Protocol), Mass Casualty.

When feasible, please include pertinent details in the comments to help expedite our review.

- Age / Gender
  - PLT / HGB Count
  - Patient Blood Type
  - Diagnosis
  - Is the patient actively bleeding?
  - Is the patient in surgery or going to surgery? When?
  - Has the patient been previously transfused?
  - And how much product is currently on hand in your facility
- Upon receipt, Order Management will promptly review the request against available site-level inventories and applicable Inventory Planning Schedules (IPS).
    - If additional information is required, the Order Management staff will contact your hospital directly.
  - If your hospital has reached or is **over** its IPS daily limit, Order Management will review the order in conjunction with our Medical Office.
    - In some instances, the Medical Director may require additional information from the blood bank physician and your hospital will be contacted for follow up.
  - **Note:** STAT order processing fees will apply to Emergent Medical Need requests. STAT orders are filled with the shortest dated inventory. In the event the emergent need is for replenishment of depleted hospital inventory, Order Management will adjust the order to ASAP to allow for longer dated units to be supplied.
  - Order Management will follow up with your hospital to update on the status of the emergent need request and include shipping details if approved.

*Or*



## OPTION 2

### Call Order Management to indicate an emergent medical need.

- Upon receipt, the Order Management will swiftly review the request against available inventories and applicable Inventory Planning Schedules (IPS).
- If able to be filled immediately, the Order Management staff will enter a STAT order on your hospital's behalf.
  - Additional patient information may be required to review the request with the on-call Red Cross medical director. Please have the following patient specific information readily available:
    - Age / Gender
    - PLT / HGB Count
    - Patient Blood Type
    - Diagnosis
    - Is the patient actively bleeding?
    - Is the patient in surgery or going to surgery? When?
    - Has the patient been previously transfused?
    - And how much product is currently on hand
- If your hospital has reached or is **over** its IPS daily limit, Order Management will review the order in conjunction with our Medical Office.
  - In some instances, the Medical Director may require additional information from the blood bank physician and your hospital will be contacted for follow up.
- **Note:** STAT order processing fees will apply to Emergent Medical Need requests. STAT orders are filled with the shortest dated inventory. In the event the emergent need is for replenishment of depleted hospital inventory, Order Management will adjust the order to ASAP to allow for longer dated units to be supplied.
- Order Management will follow up with your hospital to update on the status of the emergency need request and include shipping details if approved.