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	Owner:	*Nadera Poirier: Spvr, Transfusion Services*
	Policy Area:	*Lab - Transfusion Service*
	References:	
	Applicability:	*Sutter Roseville Medical Center*

Performing Tasks in Relation to Vitalant (Blood Supplier)

PURPOSE

To provide instruction on processes in relation to Vitalant blood supplier, including but not limited to transferring/returning of blood products, credit requests, and entering information from reference reports.

POLICY

- The Vitalant customer portal can be accessed using the saved shortcut on a computer desktop or by accessing *https://customerportal.bloodsystems.org/HWBO/portal/login*
- If portal is unavailable, perform functions in this SOP using Vitalant downtime forms and fax or send with products, as appropriate (Blood Bank>Forms>Vitalant and Versiti Forms). Save a copy of manually completed forms for Transfusion Services records.
  - *Return and Transfer Packing List (BS 5150)*
  - *Customer Product Credit Request (BS 340)*
  - *Reference Laboratory Request Form (BS 313)*
  - *Special Order Form (BS 129S)*
- **HLA and PLTXM**: Upon initial order for testing, complete *Platelet Refractory Patient Transfusion Request Form (BS 1069)* and send with appropriate samples (as indicated on form) to Vitalant.
  - After initial patient testing is completed, future products may be ordered through the portal:
    - **HLA**: Add patient information and HLA typing results as modifier on PLT order
    - **PLTXM**: Add patient information and enter "CROSSMATCHED PLT" as a comment. Initial specimen sent for testing will be frozen and held at Vitalant for 30 days for additional crossmatches; Vitalant will verbally notify us if specimen is not sufficient for future testing so additional sample can be sent.
- Orders may be placed with designations regarding priority of delivery (turnaround times not applicable for antigen negative red blood cells or crossmatched platelet orders)
  - **STAT**: S*hipped* out no more than 1 hour from time order is received ($200)
  - **ASAP**: S*hipped* out no more than 4 hours from time order is received ($100)
  - **Scheduled**: Non routine but not immediate, for specific patient, needed prior to next routine run ($50)
  - **Routine**: No charge, delivered upon scheduled delivery time

Expedited Routine: Inventory falls to or below designated safety stock, supplier fails to correctly or completely fill any order, supplier unable to meet agreed upon working stock range on routine delivery–*not subject to non-routine order fees, to be prioritized and shipped as STAT/ASAP as determined by SRMC*

- Select **Routine** for priority, then add free text comment under *Comments* including whether products are needed STAT or ASAP (example: "EXPEDITED ROUTINE: A pos RBC below safety level, deliver STAT")
    - See above for STAT and ASAP
- Platelets do not qualify for expedited routine orders
- Reference Laboratory turnaround times for preliminary results:
    - **STAT** testing: 8 hours, testing to begin immediately upon receipt
    - **ASAP** testing: 24 hours, testing to receive priority upon receipt
    - **Routine** testing: 1-2 calendar days
- Inventory is considered "direct sale" (owned by SRMC) unless requested to be transferred outside of the network by Vitalant.
    - **Credits** are to be requested through the customer portal and will only be issued for type **AB red blood cells** and **damaged**, **defective**, or **incorrect products/containers**
        - Per contract with Vitalant, AB red blood cells are the only product that qualify for a credit if unit expires on shelf
- Blood transfers outside of the Sutter network are coordinated by Vitalant. Follow supplier instructions on returning or direct transfer.
    - Downtime transfer form will be completed for direct transfer of products outside of the Sutter network
- Units for return/transfer must have been stored continuously using standard storage criteria for the given product and the hermetic seals on all products must be intact. A least 2 segments must remain on each returned red cell product.
- Return and transfer requests are to be completed electronically in the customer portal for all products being returned or transferred.
- In the event that there are questions regarding shipping, returning, ordering, and/or turnaround times, contact Vitalant directly.
    - Hospital Services: Blood products including irradiated and washed
    - Reference Laboratory: Blood products that require antigen typing, antibody identifications, ABO/Rh resolutions, phenotyping, and platelet crossmatching
    - HLA: HLA matched platelets

PROCEDURE

Transferring Products

To be used to navigate transferring products between Sutter affiliates in the Vitalant customer portal.

Step:	Action:
1.	Access the Vitalant customer portal, select the hamburger icon (☰) in the top left corner, then select **Hospital to Hospital Transfer**.
2.	Under *Organization*, select the appropriate Sutter affiliate you wish to transfer to from the drop-down menu.
3.	Scan or type in the unit number under *Donation #* and E code under *Product Code.*
4.	Select **Add Line** to add it to the packing list.

5.	Repeat steps 3 and 4 for each unit to be transferred in the same run.
6.	Once all units have been added to the list, select **Confirm**.
7.	Check the box next to "All blood components were stored and handled at our facility in accordance with current regulations" and then select **Submit**.
8.	On the following screen, select **Confirm and Print**, then print two copies of the packing slip. Place one copy in the box with the units to be transferred and the second in the designated space for transfer/credit packing slips.
9.	Pack according to appropriate packing procedure and place a copy of the packing slip in with the products. • See Vitalant procedure for appropriate packing instructions for all transfers to hospitals outside the Sutter system and all RBC or frozen products transferred between Sutter affiliates (Blood Bank>Forms>Vitalant and Versiti Forms>Packing Products) • For platelet products transferred between Sutter affiliates, refer to *Processing, Transporting, and Receiving Platelets in the MaxPlus STAT Platelet Pouch or MaxQ Blood Shipper*
10.	Place label on the outside of the packed box indicating where it is to be delivered.

Returning Products

To be used to navigate returning products to Vitalant using their customer portal.

Step:	Action:
1.	Access the Vitalant customer portal, select the hamburger icon (≡) in the top left corner, then select **Return Request**.
2.	Under *Reason*, select the appropriate reason for return from the drop-down menu. • If no other reason code applies, select **RETURN: Other-See BS5150, if applicable**
3.	Add comments to explain reason for return in the *Product Return Comments* field.
4.	Scan or type in the unit number under *Donation #* and E code under *Product Code.*
5.	Select **Add Line** to add it to the packing list.
6.	Repeat steps 3 and 4 for each unit to be returned in the same run.
7.	Once all units have been added to the list, select **Confirm**.
8.	Check the box next to "All blood components were stored and handled at our facility in accordance with current regulations" and then select **Submit**.
9.	On the following screen, select **Confirm and Print**, then print two copies of the packing slip. Place one copy in the box with the units to be transferred and the second in the designated space for transfer/credit packing slips.
10.	Pack according to appropriate packing procedure and place a copy of the packing slip in with the products. • See Vitalant procedure for appropriate packing instructions for returns to Vitalant (Blood Bank>Forms>Vitalant and Versiti Forms>Packing Products)
11.	Place label on the outside of the packed box indicating where it is to be delivered.

Requesting Product Credits

To be used to navigate requesting product credits from Vitalant using their customer portal.

Step:	Action:
1.	Access the Vitalant customer portal, select the hamburger icon (≡) in the top left corner, then select **Credit Request**.
2.	Under *Reason*, select the appropriate reason for credit from the drop-down menu.
3.	Add comments to explain reason for return in the *Credit Request Comments* field.
4.	Scan or type in the unit number under *Donation #* and E code under *Product Code.*
5.	Select **Add Line** to add it to the packing list.
6.	Repeat steps 3 and 4 for each unit to be returned in the same run.
7.	Once all units have been added to the list, select **Confirm**.
8.	Review credit request on following page and select **Submit**.
9.	On the following screen, select **Confirm and Print**, then print two copies of the packing slip. Place one copy in the box with the units to be transferred and the second in the designated space for transfer/credit packing slips.
10.	Discard products in biohazard waste.

Ordering Reference Laboratory Testing

To be used to send out patient testing to Vitalant Reference Laboratory.

Step:	Action:
1.	Determine appropriate testing to be ordered, then complete all fields possible in the *Reference Laboratory Request Form (BS 313).* • Form may be filled out electronically and printed
2.	Call Vitalant Reference Laboratory to notify of need for send-out testing. If specimen to be sent on routine run, inform Vitalant representative that courier will have a specimen to pick up upon delivery. • If testing is needed sooner than routine run, coordinate STAT courier pickup with Vitalant representative
3.	Place specimen in sealed biohazard bag with a copy of the *Reference Laboratory Request Form (BS 313)* and pack specimen in Vitalant product box.
4.	Place label on the outside of the packed box indicating where it is to be delivered and place copy of the completed *Reference Laboratory Request Form (BS 313)* in the designated location for Vitalant forms.

Entering Reference Laboratory Reports

To be used when resulting faxed preliminary results of a reference laboratory testing request. Note: PB comment regarding phenotype is always entered as a stand-alone comment even if additional testing was performed to resolve other issues.

Step:	Action:
1.	Launch Sunquest and enter patient record in *Blood Order Processing.*
2.	Select the accession corresponding to the date of draw for the send-out testing. • If entering results into expired accession, QA override will be required
3.	Enter only information that affects product selection and future patient testing: • Antigen typing/phenotype: enter individual antigen ETCs as a **PB** ◦ Add dated **PB** indicating phenotype performed at Vitalant Reference Laboratory (example: "01/01/2000 Phenotype performed at Vitalant Reference Laboratory.") • Antibody ID (**ABI**) ◦ Add dated **PB** indicating that antibody identification was performed at Vitalant Reference Laboratory (example: "01/01/2000 Anti E identified by Vitalant Reference Laboratory.") • ABO/Rh discrepancy: enter ABO/Rh results from Vitalant if applicable ◦ Add dated **PB** indicating ABO/Rh performed at Vialant Reference Laboratory (example: "01/01/2000 ABO/Rh performed by Vitalant Reference Laboratory." • Do not enter all testing performed at Vitalant in PB, only what is pertinent to future patient care including suggestions for crossmatch methodology and/or expected outcomes of crossmatches. Depending on preliminary results, a single PB comment can be entered summarizing the results (example: "01/01/2000 Per Vitalant Reference Laboratory: Anti E, anti c and a warm autoantibody were identified. Perform LISS crossmatch. If crossmatches are incompatible, provide E, c, K, Fya negative antigen matched RBCs.")
4.	Forward report to Transfusion Services Supervisor or Technical Coordinator (TC). • Additional comments or testing results will be entered at the discretion of the Supervisor or TC

Related Documents

Processing, Transporting, and Receiving Platelets in the MaxPlus STAT Platelet Pouch or MaxQ Blood Shipper

All revision dates:

Attachments

No Attachments