



Standard Service Model

ONLINE ORDERING

All orders for blood products, including STATs and patient testing services should be placed online via Connect (<https://arc.bloodhub.com>). Order status will be updated in Connect to allow customers to track fulfillment including shipment time within 15 minutes of departure from a Red Cross facility.

Contact ConnectHelp@redcross.org if assistance is needed to log in.

ORDER TYPES, LEAD & PROCESSING TIME

Processing times are estimates of performance and may vary based on site specific activities.

Standard Products	Description	Order Placement Lead/Processing Time	Targeted Dating	Delivery & Pickup
Scheduled	Pre-defined order by product, ABO, and day of week to ship on established delivery route. <i>Recommend target of 60% of total volume on scheduled order</i>	Static order, Customer may reduce or cancel a scheduled order while in pending status (minimum of 12 hours prior to established route departure).	RBCs 50% 18+ days 50% 30+ days SDPs 50% 2+ days 50% 3+ days	Within the established route delivery window or customer pickup.
Routine	Non-time sensitive ad hoc orders to ship on established delivery route.	Minimum four (4) hours order submission prior to established route departure.	RBCs 18+ days SDPs 1+ days	Within the established route delivery window or customer pickup.
ASAP	Time sensitive ad hoc order to ship prior to the next available established delivery route.	Four (4) hours processing time from order submission to ready to ship or be picked up.	RBCs 10+ days SDPs 1+ days	Unscheduled delivery or customer pickup.
STAT	Emergent ad hoc order that requires accelerated processing. May incur additional fees.	One (1) hour processing time from order submission to ready to ship or be picked up.	Shortest Dated Product	Unscheduled delivery if needed for immediate use, faster processing for next available established route delivery window or customer pickup.
Date & Time	Delivery requested greater than one day from order placement.	Minimum of twenty-four (24) hours from order submission to ready to ship.	RBCs 18+ days SDPs 1+ days	Established delivery route, unscheduled delivery, or customer pickup.

Antigen Screened Products	Description	Order Placement Lead/Processing Time	Delivery & Pickup
Scheduled	Pre-defined Ag Negative order by product, ABO, and day of week to ship on established delivery route.	Static order. Customer may reduce or cancel a scheduled order while in pending status. (minimum of 12 hours prior to established route departure).	Within the established route delivery window or customer pickup.
Routine	Non-time sensitive ad hoc orders to ship on established delivery route.	Available to ship twelve (12) hours after order submission if matched unit is in local inventory and minimum 12 hours prior to established route departure.	Within the established route delivery window or customer pickup.
Date and Time	Ag Negative orders required by a specified date and time.	Minimum of twenty-four (24) hours from order submission to ready to ship.	Unscheduled delivery or within the established route delivery window or customer pickup.
ASAP	Unscheduled Ag Screened product required prior to established delivery route. May incur delivery fees.	Available to ship with four (4) hours lead time from order submission during routine hours if suitable unit is available in local inventory. Orders received during non-routine hours will be changed to STAT.	Unscheduled delivery or customer pickup.
STAT	Emergent ad hoc Ag Negative order that requires accelerated processing. Will incur additional fees.	Available to ship with two (2) hours processing time from order submission if suitable unit is available in local inventory. May require accelerated processing for the next available established delivery route.	Unscheduled delivery if needed for immediate use or within the established route delivery window or customer pickup.
HLA Matched Products	Description	Order Placement Lead/Processing Time	Delivery & Pickup
Date and Time	HLA Matched orders required by a specified date and time.	Minimum of twenty-four (24) hours from order submission to ready to ship.	Unscheduled delivery if needed for immediate use or within the established route delivery window or customer pickup.
ASAP	Unscheduled HLA Matched order required prior to next established delivery route.	Available to ship eight (8) hours after order submission if matched unit is in local inventory or 12 hours before established route departure time.	Unscheduled delivery or within the established route delivery window or customer pickup.

Routine	Non-time sensitive ad hoc orders to ship on established delivery route.	Available to ship twelve (12) hours after order submission if matched unit is in local inventory and minimum 12 hours prior to established route departure.	Within the established route delivery window or customer pickup.
STAT	Emergent ad hoc HLA Matched order that requires accelerated processing. Will incur additional fees.	Available to ship four (4) hours after order submission if matched unit is in local inventory.	Unscheduled delivery or within the established route delivery window or customer pickup.
Service Order	Description/Processing Time		Associated Fees

IRL and Patient Workups

TAT are based on average complexity. Additional testing time will be required for complex testing

Routine	Results needed within 2-3 days of sample receipt.	
Date and Time	Results needed by a specific date/time requested with minimum of 24 hours lead time. Requires 10 hours from receipt of sample.	On-call fees may apply depending on the hours of operation of the lab and requested result receipt time.
STAT	Results needed within 10 hours of sample receipt. STATs should be reserved for patients with life threatening or immediate transfusion needs. Note: In consultation with our Medical Office, STAT orders may be assessed for urgency when staffing issues limit our response.	Expedited Processing Fee and On-call fees may apply depending on the hours of operation of the lab and requested result receipt time. Routine hours are 7am to 5 pm Monday through Friday.

Service Order	Description/Processing Time		Associated Fees
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HLA/Platelet Crossmatch Consultation Requests and Patient Workups

TAT are based on average complexity. Additional testing time will be required for complex testing

Routine	Results needed within 2-3 days of sample receipt.	
Date and Time	Results needed by a specific date/time requested with minimum of 24 hours lead time. Minimum of 10 hours from receipt of sample.	On-call fees may apply depending on the hours of operation of the lab and requested result receipt time.
STAT	Results needed within 10 hours of sample receipt. STATs should be reserved for patients with life threatening or immediate transfusion needs. HLA: If the result is not known within 10 hours, you will be contacted for consultation.	Expedited Processing Fee and On-call fees may apply depending on the hours of operation of the lab and requested result receipt time. Routine hours are 7am to 5 pm Monday through Friday.

SCHEDULED ORDERS

Red Cross recommends hospitals place at least 60% of their total product needs on scheduled order to ensure a sufficient stocking inventory and reliable order fulfillment. Scheduled orders benefit hospitals through “fill first” inventory prioritization and higher fill rates. The Red Cross can assist with optimizing ordering practices by assessing past order and distribution data and recommending scheduled orders by product, quantity, ABO, and day of week. Once established, the scheduled order volumes and delivery frequency are designed to be static.

- Hospitals may reduce or cancel a scheduled order only while in a pending status. At least 12 hours’ advance notice before established route departure is required to reduce or cancel an order; once moved to Submitted status in Connect the order cannot be reduced or cancelled.
- Scheduled orders can be established or modified with a seven-day lead time. Contact your account manager to request a scheduled order change.
- Scheduled orders should be reviewed periodically.

STAT ORDERS

Expedited processing may be requested via STAT ordering. A minimum one-hour processing time is required for a standard product STAT order to be prepared for shipment. Delivery of STAT orders can be dependent on the availability of Red Cross drivers or third-party couriers. Hospitals may elect to pick up at STAT order at the Red Cross facility by using the Will Call feature.

STATs will be filled using the shortest-dated products available.

Hospital requiring a STAT order with comments requesting longer dating will be changed to ASAP orders to allow for longer dated product selection with a call notifying the customer.

INVENTORY PLANNING SCHEDULES (IPS)

The Inventory Planning Schedule (IPS) is an important planning tool to allow the consistent and reliable distribution of products and blood types in limited supply. The Red Cross uses the IPS to safeguard blood inventories while providing hospitals with increased visibility and predictability to available quantities on specific days of the week so they may plan accordingly.

- Every Thursday by Noon ET, the IPS for the following Monday through Sunday will be posted to your hospital’s Connect home page for staff to view.
- The IPS is expressed as the total number of products by ABO/Rh that can be ordered on a specific date between 12:00 AM and 11:59 PM. (00:00 to 23:59)
- All orders including STAT, ASAP, Routine, Date & Time, and Scheduled Orders are incorporated in the IPS. Antigen Negative units are excluded from red blood cell IPS. Every order will be reviewed against the daily limit to determine eligibility for fulfillment.
- Once the IPS is exceeded, an alert message will be displayed in Connect, notifying customers the order will not be filled beyond the IPS volume. Complete details of all orders for the day are visible within the alert message.
- Orders submitted over the IPS will be automatically reduced or canceled without additional communication.
- Emergent and unexpected patient needs that exceed the IPS should be placed as STAT to allow expedited review and consideration. The process can be found [here](#).

DATING SELECTION

Order Type	Description
Scheduled Orders	Fulfillment is enhanced by including longer dating for inventory stocking. Products are selected using a blend of expiration dates to enable hospitals to stock product.
Routine	Products are selected with moderate dating for stock and ready use. May be filled with single expiration date and shorter than a Scheduled Order
ASAP	Products selected with limited dating for ready use
STAT	Products selected FIFO to include short dates for immediate use

Orders will be filled per the dating guidance and not specific to order comments. Dating guidance may temporarily change due to current inventory status. Review Connect home page for current dating guidance.

PENDED ORDERS

Orders that cannot be filled upon receipt will be pended for up to 48 hours and if possible, filled when inventory becomes available. Customer will be notified of the order change status. Orders that cannot be filled after 48 hours will be canceled and customers notified via phone call.

DELIVERY and WILL CALL (Hospital Pickup)

Deliveries using the established routes offer hospitals the most consistent and reliable service. When assigned to an established delivery route, each customer will be provided a two-hour delivery window from which to plan product arrival and for use when placing routine and scheduled orders.

Hospitals may also elect to pick up orders at a Red Cross facility. Use the Will Call feature at the time of order placement to prompt a call when the order is ready to be picked up.

Drivers will not stop at the hospital unless they have a product delivery, or a sample or box pick up request.

Delivery Options	Description	Method
Scheduled	Planned delivery based on contracted number of deliveries using established delivery routes. As part of the service plan a delivery window of two hours will be communicated during onboarding or by Account Manager.	-Red Cross driver or volunteer -External ground courier -Fed Ex or AIT
Routine	Planned delivery based on contracted number of deliveries using established delivery routes. As part of the service plan a delivery window of two hours will be communicated during onboarding or by Account Manager.	-Red Cross driver or volunteer -External ground courier -Fed Ex or AIT
ASAP	Unplanned delivery needed before the next established delivery route. May incur unscheduled delivery fees	-Red Cross driver or volunteer -External ground courier -Fed Ex or AIT
STAT	Expedited unplanned delivery. May incur STAT processing and unscheduled delivery fees	-Red Cross driver or volunteer -External ground courier -Fed Ex or AIT

Will Call	Customer pickup – Hospital contacted by Red Cross when order is packed and ready for pickup	Hospital staff or hospital arranged external couriers
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Shipment status will be updated in Connect within 15 minutes of departure from a Red Cross facility. Customers will be alerted if an established route departure is delayed more than 60 minutes.

TRANSFERS

Hospitals may elect to transfer the product to another hospital if the receiving hospital agrees to accept the product. The Red Cross will assist with transportation provided the receiving hospital is a later stop on the same established delivery route as the shipping hospital. All transfer requests must be completed in Connect. If transportation using the established route is needed, a Pickup should be requested when the transfer is entered in Connect.

BOX PICKUPS

Boxes will be retrieved upon delivery of the next order on an established route. Should an ad-hoc box pickup be required, place a Pickup request in Connect and confirm the number of boxes ready for retrieval.

The Red Cross requests that each hospital retain one red cell and one platelet box along with packing materials to allow for urgent transfers should it become needed.

EMERGENT MEDICAL NEEDS PROCESS

Not all blood product needs can be planned. The Red Cross is committed to meeting urgent needs as best we can. In the event of an emergent need for any blood product, follow these steps.

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 your hospital has reached or is **over** its IPS daily limit, Order Management will review the order in conjunction with our Medical Office.
- If additional information is required, the Order Management staff will contact your hospital directly.

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.

Alternatively call Order Management to indicate an emergent medical need.

COMMUNICATION & NOTICES

Customers will be notified via phone call of order quantity changes or a required cancellation of an order, except for orders with pre-defined substitutes or exceeding IPS volumes. IPS orders display an alert for customers in real time when the threshold is exceeded and confirms any excess will be reduced or cancelled.

Customers will be notified via phone call if an order delivery type is modified or if a route departure is more than 60 minutes delayed.

Additionally, customers may view order modifications via Connect to track changes via the bell notification icon. An indicator will display when an order has been changed. Hospitals may also subscribe to order change notification emails in their Connect profile.

INVENTORY REPORTING & UPDATES

Every day, Monday through Friday, the Connect home page is updated with the days on hand National Inventory Snapshot. This is a system level projection of available inventory based on forecasted supply. Additionally, the Connect home page will reflect the current order fulfillment and dating guidance. This will be updated if changes to inventory or fulfillment are expected to impact customers. We recommend this information be reviewed daily and shared within your hospital to plan accordingly.

Any unanticipated, yet significant disruption to supply or fulfillment will be further communicated via email from the Red Cross Chief Medical Officer.

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