| **Step** | **Description:**  | **Key Point / Image / Reason** |
| --- | --- | --- |
| **Note: See SOP for full policy statements** |
| 1 | If call, fax or email notification is received concerning the quality of a blood product received from the donor center (lookback, market withdrawals, recalls or transfusion transmitted infectious disease management), then follow the following SOP[Lookbacks, Market Withdrawals, Recalls and TTID Management v.3](https://iuhealth.policytech.com/dotNet/documents/?docid=149902&app=pt&source=browse) | [Lookbacks, Market Withdrawals, Recalls and TTID Management v.3](https://iuhealth.policytech.com/dotNet/documents/?docid=149902&app=pt&source=browse) |
| 2 | If there are any problems receiving the information from the donor center, then use an alternative communication options.  | Options to receive the information1. Verbal information from donor center via phone.
2. Fax the information to the designated blood bank fax machine. Fax numbers are posted.
3. Email the designated email

Iuhlookback@iuhealth.org |
| 3 | Summary of Action Steps: | Key points1. Respond to the request
2. Isolate the products which are questionable.
3. Document the physical action taken with the units and computer action.
4. Provide the documented information to BB Leadership by placing information in the supervisory review tray.
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