

Client Handbook





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This handbook contains instructions for facilities that use blood components provided by Marsh Regional Blood Center and is provided for the convenience of our clients. If any information in this document conflicts with the blood service agreement, the agreement takes precedence.

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General Information

About us

Marsh Regional Blood Center has served our local communities in Northeast Tennessee and Southwest Virginia as the largest supplier of blood for more than 75 years. We began in 1947 as a hospital-based blood bank in Kingsport and have since grown to serve all local hospitals, cancer centers and air rescue units throughout the Appalachian Highlands.

Although our service area has grown over the years, Marsh Regional's mission has remained the same, to collect and maintain blood supplies to meet local needs: Give here, help here!

We collect blood in our three donation centers and on our mobile units that travel throughout the region. We depend on our community partners, including local businesses, schools, churches and civic organizations, to hold blood drives to meet the need for blood in our communities. In addition to assuring a safe and adequate blood supply for local patients, Marsh Regional is dedicated to providing a great experience and safe environment for our blood donors.

Thank you for choosing Marsh Regional as your provider for blood products.

Respectfully,
Steffanie Sukel, MT ASCP
Director of Marsh Regional Blood Center

Regulatory information

Facility ISBT Code: W2412

FEI # 1000143820

FDA License #1246

Licenses and certifications can be found on our website.

marshblood.com



General Information

Contact information

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Quality Specialist

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Bristol Collection Center

350 Blountville Highway

Suite 207

Bristol, Tennessee

tel 423.652.0014

fax 423.652.0048

Kingsport Collection Center

111 W. Stone Dr. Suite 300

Kingsport, Tennessee

tel 423.408.7500

fax 423.408.7540

Johnson City Collection Center

2428 Knob Creek Road

Suite 150

Johnson City, Tennessee

tel 423.282.7090

fax 423.282.7099

Hospital Services/Distribution

111 W. Stone Drive

Suite 300

Kingsport, Tennessee

tel 423.408.7533

fax 423.408.7542

After-Hours/On-Call

tel 423.571.4406

Reference Testing Services

Holston Valley Medical Center

Transfusion Service

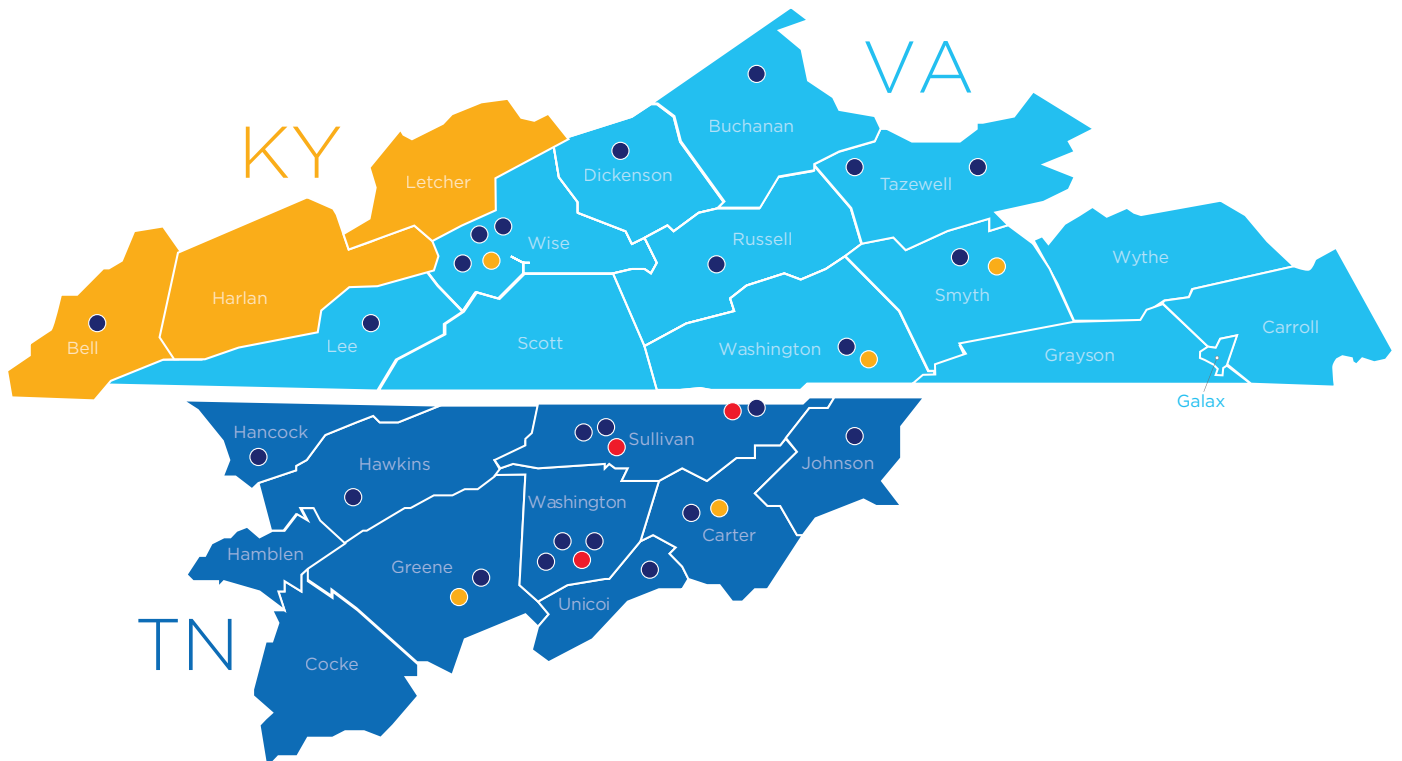
tel 423.224.6740

marshblood.com



General Information

Service area



- Marsh Regional Blood Center Client Hospitals
- Air Rescue and Transport
- Marsh Regional Blood Center Donation Centers



Ordering information

Product information

Marsh Regional Blood Center offers 100% leukoreduced red cell and platelet products, fresh frozen plasma, liquid plasma and cryoprecipitated AHF. See the table below for a list of ISBT codes for the most common products that Marsh Regional provides.

E0336	RED BLOOD CELLS CPD>AS1/500mL/refg ResLeu:<5E6
E0332	RED BLOOD CELLS CPD>AS1/500mL/refg Irradiated ResLeu:<5E6
E4532	Apheresis RED BLOOD CELLS ACD-A>AS1/XX/refg ResLeu:<5E6 1st container
E4533	Apheresis RED BLOOD CELLS ACD-A>AS1/XX/refg ResLeu:<5E6 2nd container
E4531	Apheresis RED BLOOD CELLS ACD-A>AS1/XX/refg ResLeu:<5E6
E4527	Apheresis RED BLOOD CELLS ACDA>AS1 /XX/refg Irradiated ResLeu:<5E6 1st container
E4528	Apheresis RED BLOOD CELLS ACD A>AS1 /XX/refg Irradiated ResLeu:<5E6 2nd container
E4526	Apheresis RED BLOOD CELLS ACD A>AS1 /XX/refg Irradiated ResLeu:<5E6
E2457	Liquid PLASMA CPD/XX/refg
E0701	FRESH FROZEN PLASMA CPD/XX/<=-18C
E5165	CRYOPRECIPITATE None/XX/<=-18C
E3587	POOLED CRYOPRECIPITATE None/XX/<=-18C
E5169	Washed RED BLOOD CELLS None/XX/refg Open ResLeu:<5E6
E0068	WHOLE BLOOD CPDA-1/500mL/refg
E5030	Apheresis PLATELETS ACD-A/XX/20-24C ResLeu:<5E6 Bacterial monitoring
E5031	Apheresis PLATELETS ACD-A/XX/20-24C ResLeu:<5E6 1st container Bacterial monitoring
E5032	Apheresis PLATELETS ACD-A/XX/20-24C ResLeu:<5E6 2nd container Bacterial monitoring
E5033	Apheresis PLATELETS ACD-A/XX/20-24C ResLeu:<5E6 3rd container Bacterial monitoring
E5034	Apheresis PLATELETS ACD-A/XX/20-24C Irradiated ResLeu:<5E6 Bacterial monitoring
E5035	E5035 = Apheresis PLATELETS ACD-A/XX/20-24C Irradiated ResLeu:<5E6 1st container Bacterial monitoring
E5036	E5035 = Apheresis PLATELETS ACD-A/XX/20-24C Irradiated ResLeu:<5E6 2nd container Bacterial monitoring
E5037	E5035 = Apheresis PLATELETS ACD-A/XX/20-24C Irradiated ResLeu:<5E6 3rd container Bacterial monitoring
E6001	Pooled PLATELETS CPD/XX/20-24C ResLeu:<5log6 Bacterial test
E5803	Pooled PLATELETS CPD/XX/20-24C IrradiatedResLeu:<5log6 Bacterial test
EA789	POOLED PLATELETS CPD/XX/20-24C ResLeu:<5E6 4 units Bacterial monitoring
EA792	POOLED PLATELETS CPD/XX/20-24C Irradiated ResLeu:<5E6 4 units Bacterial monitoring
E5170	Washed RED BLOOD CELLS None/XX/refg Open Irradiated ResLeu:<5E6



Ordering information

Scheduled routine orders

Scheduled routine inventory orders may be phoned to Distribution at 423.408.7533. Regularly scheduled courier runs have been set up with each ordering facility based on specific client need and location. Any order placed by the facility-specific established order time will be received at your facility by the set delivery time and charged per the supply agreement.

Unscheduled orders during business hours

Orders placed outside the scheduled routine order time during normal business hours will incur an additional courier fee based on distance to the client facility.

After-hours STAT orders

STAT orders placed after-hours, weekends or holidays can be made by phoning the person on-call at 423.571.4406. These orders will incur a \$100 fee in addition to the unscheduled courier fee.

Normal business hours

Monday–Friday 6 a.m. to 11 p.m.

tel 423.408.7533

After hours

Monday–Friday 11 p.m. to 6 a.m.

Weekends & Holidays

tel 423.571.4406



Ordering information

Special requests/services

Marsh Regional Blood Center is prepared to handle most requests for special products. The following table lists some of the more common special orders:

Service	Details
Antigen negative red cells	Marsh Regional Blood Center screens units using non-licensed diluted anti-sera to test for Kell, C, c, E, e, FyA, FyB, JkA, JkB, M and S. Facilities with the ability to perform antigen typing may request a search for units likely negative for those antigens. All requests for confirmed antigen negative red blood cells and antibody reference cases are handled through Holston Valley Medical Center Transfusion Service at 423.224.6740. A Blood Bank Consultation Request Form should be submitted to Holston Valley Medical Center (HVMC) with the required specimen per HVMC protocol if a work-up is required. A blood bank technologist is available 24/7 at Holston Valley Medical Center.
HLA matched, crossmatched or HPA-1a negative platelets	Requests for typed or matched platelet products are taken on a routine basis during normal business hours through Marsh Regional Blood Center.
CMV negative products	Red cell and platelet components that have been tested and found to be seronegative for CMV are available from Marsh Regional Blood Center.
Directed or autologous donation	Requires a physician request and adequate time to process the unit (3-5 days). Forms are available on the website.
Irradiated	Cellular components may be requested as irradiated from Marsh Regional Blood Center. Donor units from blood relatives require irradiation.
Washed RBCs	Requests for washed RBCs are taken on a routine basis during normal business hours through Marsh Regional Blood Center.
Rare units	The need for rare and special units such as IgA deficient units will be evaluated and procured from other FDA licensed blood centers.
Therapeutic phlebotomy	Performed at donor centers only. Requires a physician order. Contact Marsh Regional Blood Center for more information. Required forms are available on the website.



Shipping information

General shipping information

- STAT – The component is shipped within one hour from the time the order is received to the time it leaves Marsh Regional Blood Center.
- Routine – The order is shipped on the day requested.

Notes

- Variations from this schedule may occur due to factors such as blood shortage, high usage, inclement weather, etc.
- In order to best utilize our stock, Marsh Regional Blood Center uses the shorter dated units first. However, exceptions are made on a case-by-case basis to accommodate physician orders.

Courier services

Marsh Regional Blood Center couriers deliver blood according to the schedule defined in the service contract. When a courier is not available for a STAT or same day order, a Marsh Regional-contracted transport company will be called to deliver the blood products.

Emergency release process

There may be times when Marsh Regional Blood Center does not have sufficient inventory to fill your order. Marsh Regional will attempt to import product from other FDA-licensed blood centers to meet the need.

Non-licensed products

If there is an urgent need outside of the Tennessee state line and Marsh Regional Blood Center does not have licensed products in stock but does have unlicensed products, the non-licensed products will be shipped with physician approval.

Receipt of blood products

When the shipment of blood products arrives at your facility, check the temperature of the products to make sure they are within acceptable range. Notify Marsh Regional Blood Center of any product received with a temperature outside of the acceptable range.



Returns and transfers

Return/credit/transfer policy

1. Blood products requested by Marsh Regional for return will be credited.
2. Short-dated products may be returned to Marsh Regional Blood Center for full credit if returned with sufficient life remaining on the product as follows:
 - Fresh frozen plasma \geq 1 month
 - Red blood cells \geq 10 days.
3. Marsh Regional will issue a 50% credit for products returned to us with less life remaining on the product than specified above.
4. Marsh Regional asks that larger hospitals routinely keep a stock of type AB red cells. Full credit will be issued for any type AB red cell that expires in hospital inventory. Complete and return a Nonreturnable Product (credit request) form to receive credit.

Returning products to Marsh Regional Blood Center for credit

When returning components to Marsh Regional Blood Center, please complete the Hospital to Marsh Transfer Form or include a facility-generated shipping ticket that includes verification of appropriate component storage. Product returns are limited to those from hospital transfusion services that are AABB and/or CAP accredited unless otherwise specified.

The following products are not returnable for credit:

- Special request products
- Products that have been modified by your facility (irradiated, changed to a different product, etc.).
- Products ordered Irradiated
- Directed units
- Autologous units





Returns and transfers

Hospital-to-hospital transfers

When components are transported from hospital to hospital, the Hospital to Hospital Transfer Form is used to track the transfer.

It is the shipping hospital's responsibility to initiate the Hospital to Hospital Transfer Form. The form contains sections for capturing transfer details, product information, and a section to verify that the products have been stored appropriately. The transferring hospital should send the first and second copy with the shipment and retain the third copy.

The receiving hospital should inspect the shipment and measure the temperature of the shipment. After completing the Receiving Hospital Representative section of the form, the hospital should return the top copy to Marsh Regional Blood Center by email or courier to the Billing Department at Marsh Regional and retain the second copy.

Upon receipt of the completed form, Marsh Regional will credit the shipping hospital and charge the receiving hospital for the products listed on the form.

Variant product returns

If a product is suspected of being defective, it may be returned to Marsh Regional Blood Center for credit. Do not discard the product. Return it along with the Unacceptable Product Return form. Examples of suspected defective products include but are not limited to:

- Clots in bag
- Discoloration

Non-returnable products

If the product is broken or damaged and cannot be returned, discard the unit per your standard operating procedures, complete the Nonreturnable Product Form and send the form to Marsh Regional Blood Center for credit.



Returns and transfers

Market withdrawals and recalls

When Marsh Regional Blood Center receives post donation information about a donor or blood component or receives notification of a reactive donor screening test result, you will be notified within three calendar days to return any in-date products in your inventory or to provide final disposition information. We will also send the Consignee Notification of Nonconforming Units form to you. Please enter the required information under the Customer section and return the form as indicated. Upon receipt of the recall notification, you should immediately do the following:

- Return any products remaining in inventory. Marsh Regional will incinerate the units.
- Complete the Unacceptable Product Return Form to receive credit for the units.

Look-back investigations

When a donor has confirmed positive results for a viral marker on a subsequent blood donation, you will be notified within 45 calendar days of the result. Marsh Regional Blood Center will initiate a look back investigation. We will send the Consignee Notification of Nonconforming Units form to you per FDA guidelines. Please enter the required information under the Customer section and return the form as indicated. Upon receipt of the Lookback notification, you should immediately do the following:

- Notify patient or patient's physician of possible exposure and offer counseling/testing as appropriate per your standard operating procedures.

Forms can be located on the website at Marshblood.com under Client Forms at the bottom of the home page.

marshblood.com

Please contact Marsh Regional's Distribution Department between 6 a.m. and 2:30 p.m. Monday through Friday at 423.408.7533 for a supply of Hospital to Hospital Transfer Forms and Hospital to Marsh Transfer Forms as these forms are three-ply.



Adverse events

Reporting adverse events related to transfusion

Please notify Marsh Regional Blood Center should your hospital experience any adverse transfusion-related events that may require quarantine of co-components or deferral of the donor from future donations. In addition to contacting the QA department by phone at 423.408.7531, also complete the form Adverse Transfusion Event Report and fax it to 423.408.7542.

Note: You do not have to report allergic reactions, volume overloads or non-hemolytic febrile reactions. It is the responsibility of the transfusing hospital to report any transfusion-related fatality to the FDA. Instructions for notification may be found on the FDA website.

www.FDA.gov

Transfusion-related acute lung injury (TRALI)

Policy

To comply with current industry best practice, prior to donating a high-volume plasma product, all males that have been transfused, had allogeneic transplants or bone marrow/tissue grafts and all female donors must be tested for HLA Class I and II antibodies to determine their eligibility status.

Donors who have not been tested for HLA antibodies or those who test positive for HLA antibodies will not be eligible to donate high volume plasma products.

Females who have been pregnant since their last negative HLA antibody test, will be retested for HLA antibodies. If positive, no high-volume plasma products will be collected.

Components to which this policy applies include (but not limited to):

- Fresh frozen plasma
- Liquid plasma
- Apheresis platelets
- Whole blood

A donor is associated with a TRALI reaction if one of his blood components was transfused to the patient during the six hours preceding the first clinical signs of TRALI. An associated donor is implicated in TRALI only if found to have antibodies to an HLA Class I or II antigen or HNA and that antibody has specificity for an antigen on the recipient's WBCs.

Procedure

When a patient is diagnosed with TRALI or possible TRALI (refer to definitions on the TRALI Report form), please notify Marsh Regional Blood Center at 423.408.7530 or 423.408.7531 as soon as possible.

Complete the Transfusion-Related Acute Lung Injury (TRALI) Report Form and collect blood samples from the patient as detailed on the form. Send the report and blood samples to Marsh Regional by the next courier.

Client feedback

Please report any issues or concerns by completing the Client Feedback Form and forward to Marsh Regional Blood Center via courier or call 423.408.7533 if the incident requires immediate attention.



Emergency preparedness

Marsh Regional Blood Center disaster operations plan

Since a disaster can occur at any time in our region, a plan is needed to assure that blood products will be available.

Each client facility should assess the blood product inventory on-site per client standard operating procedures. This information should be communicated to Marsh Regional Blood Center per the schedule below:

Normal business hours

Monday-Friday 6 a.m. to 11 p.m.

tel 423.408.7533

After hours

Monday-Friday 11 p.m. to 6 a.m.

Weekends & Holidays

tel 423.571.4406

Once Marsh Regional has been notified of a disaster, we will assess the situation and initiate a response per our standard operating procedures. We will assess inventory, anticipate needs based on the situation, coordinate recruitment efforts and staffing, arrange for procurement of blood products from outside the region if necessary and coordinate transportation.

We will provide you with a copy of the Marsh Regional Blood Center disaster operations plan SOP per client request.





marshblood.com