

INFORMATION ONLY

New Manual Contingency Process for Release Labelling

Customer Letter # 2023-16

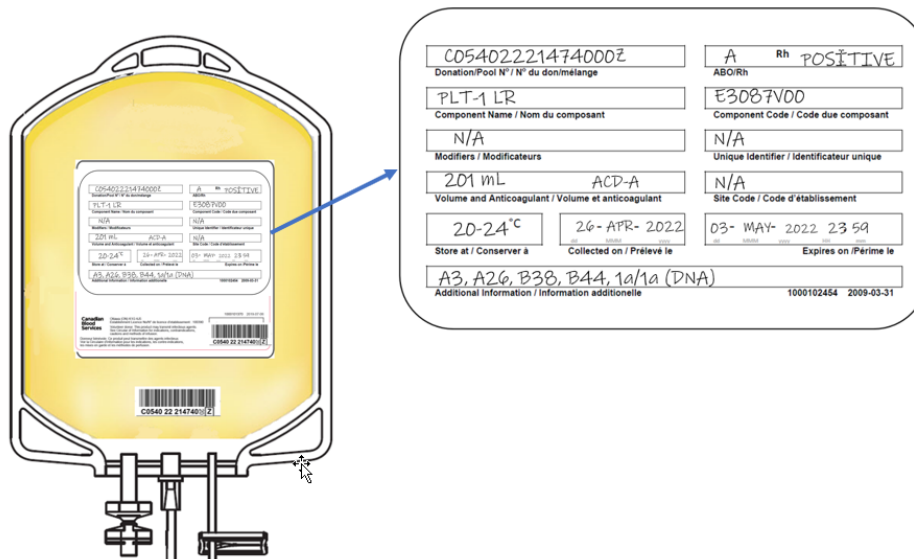
2023-07-10

Dear Colleagues:

Beginning 2023-07-10, Canadian Blood Services will implement a **manual contingency** process to release label **ONLY** rare red blood cells or matched platelet components when there is an eProgesa service interruption (our information management system) and there is no release labelled inventory that meets urgent patient need. This process will not be available for other blood components.

Rare red blood cells or HLA/HPA matched apheresis platelets that meet all mandatory release testing requirements will be manually release labelled with the same label that is currently in use at Canadian Blood Services when components are subject to transformation activities during **manual contingency** such as irradiated, washed / deglycerolized.

Figure 1: Example of platelet with manual release labelling



Please share a copy of this customer letter with healthcare professionals at your hospital who might be interested in this information.

This customer letter can also be viewed at www.blood.ca in the “Hospital Services” section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

David Howe
Director, Supply Chain Process Management