



**Canadian
Blood
Services**

BLOOD
PLASMA
STEM CELLS
ORGANS
& TISSUES

1800 Alta Vista Drive
Ottawa ON
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Canada

INFORMATION ONLY

Updated Hospital Customer Order Forms – Special Request Order Form and
Hospital Customer Order Form

Customer Letter # 2024-22

2024-05-13

Dear Colleagues:

Canadian Blood Services has updated the Blood Component Order Form and the Special Request Order Form to align with the currently available blood components.

The Blood Component Order Form has been modified to remove the option for irradiated platelets as platelet orders will, by default, be filled with Psoralen treated platelets. Psoralen treatment inactivates pathogens and is in use at Canadian Blood Services. For more information regarding Canadian Blood Services Pathogen Inactivation see Customer Letter [2024-10](#).

If a patient requires non-psoralen treated platelet components, the Special Request Order Form can be utilized. This form has been updated to include an option to order platelets that have not been treated with psoralen, and to provide more space for comments and align with the hospital customer portal.

The new versions of the forms will be available on blood.ca on June 10, 2024.

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