

## GENERAL INFORMATION

### I. LABORATORY SERVICES (AT 1601 AILOR AVENUE, KNOXVILLE, TN):

#### A. PROCESSING LABORATORY:

The processing laboratory is staffed Monday through Friday from 6:30 AM to 4:00 PM, Saturday from 7:00 AM to 12:00 Noon, and Sunday 12 Noon-3:00 PM.

#### B. AUTOMATION AND COMPUTERIZATION:

We have made every effort to automate testing procedures and to computerize record keeping in our processing laboratory. The system prohibits the issue of non-autologous components that do not meet donor history or testing requirements.

#### C. REFERENCE LABORATORY:

1. Regular hours: 8:00 AM to 4:00 PM Monday through Friday.
2. On-call staff: Evenings, Nights, and Weekends.

We offer assistance with crossmatch problems, providing antibody identification and antigen negative blood upon request. Antigen typing results are entered into the donor's history in our computer system and we can utilize these records to search for various antigen combinations.

MEDIC maintains an inventory of frozen red blood cells that have been typed for commonly requested antigens, including little e. One of our Medical Technologists is on call when the Reference Laboratory is not staffed.

#### D. SPECIAL SERVICES:

##### 1. CMV Negative Blood Components:

We test some of our donors for CMV each day and can provide CMV negative components upon request.

##### 2. Irradiated Blood Components:

All directed units are irradiated and other blood components can be irradiated upon request.

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3. Crossmatched Platelets, Pheresis:

We can provide Crossmatched Platelets, Pheresis upon request Monday - Friday 8:00 AM - 4:00 PM. (Contact Reference Laboratory.)

4. Hemoglobin S Negative RBC Products (sickle cell):

We screen selected antigen negative CMV negative units for hemoglobin S.

We can provide Hgb S negative RBC products upon request Monday – Friday 8:00 AM – 4:00 PM. (Contact Reference Laboratory.)

- E. Routine donor screening testing is performed by Creative Testing Solutions.

## II. TRANSFUSION SERVICE INVENTORY:

A. INVENTORY LEVEL:

MEDIC will stock the transfusion service with a mutually agreed upon inventory.

B. INVENTORY EXCHANGE:

1. Out of Town:

This inventory will be exchanged for fresh inventory at two week intervals by MEDIC staff. It is MEDIC policy to issue full credit for Red Blood Cells returned on the day of exchange (based on the agreed upon inventory).

- C. Transfusion Services that do not receive inventory exchange should arrange for pickup of short-dated (7-10 days expiration remaining) units.

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### III. DISTRIBUTION OF PRODUCTS:

#### A. HOURS OF OPERATION:

The Hospital Services department is staffed 24 hours a day, 7 days a week for distribution of blood components.

#### B. DELIVERY CHARGES:

##### 1. Routine Deliveries:

There is no charge for morning scheduled routine deliveries Monday through Friday.

##### 2. Urgent Deliveries:

We have an arrangement with a courier service to make other daily, weekend and emergency deliveries. There is a per mile charge for this service.

### IV. QUALITY PROGRAM:

The goal of MEDIC Regional Blood Center is to synchronize its system of blood services with those of hospitals it serves so that every patient can have ready access to an adequate supply of high quality, voluntarily donated blood components at a reasonable cost.

All activities associated with collecting and testing blood, blood component manufacturing, labeling, storage, and distribution of blood components are included in the MEDIC Regional Blood Center Quality Program.

Operating systems identified by AABB and FDA are included as they relate to MEDIC's organizational structure. The operating systems include: Donor Suitability; Blood Collection; Autologous Blood; Apheresis; Component Preparation; Testing Donor Blood; Review and Labeling Processes; Storage and Distribution; Error and Adverse Event Management, and Information Management.

System Essentials and Key Elements are established for all operational systems and are described as part of the Quality Program. The following Quality System Essentials are included:

|                              |   |
|------------------------------|---|
| Organizational Issues        | Personnel Selection, Training, and Education        |
| Supplier and Customer Issues | Equipment Calibration and Preventive Maintenance    |
| Process Control              | Review of Nonconformances, Deviations and Variances |
| Documents and Records        | Internal and External Assessments                   |
| Process Improvement          | Facilities and Safety                               |

## GENERAL INFORMATION

### I. MEDIC CREDITS:

#### A. PROCESSING CHARGES:

MEDIC will issue credit for blood processing charges to the transfusion service when a donor or his IRS dependents use blood components. Preexisting conditions are excluded.

Credit will not be issued for charges for any special services such as antigen testing, washing, freezing or irradiation.

#### B. REPORTING USE:

It is the responsibility of the member/patient to contact MEDIC and report blood use. Once the member/patient has reported the blood use, the MEDIC's Finance Department will ask the transfusion service to verify the use before issuing credit to the patient's account.

#### C. MEMBER/PATIENTS ON MEDICARE:

If the member/patient is on Medicare, MEDIC will issue credit for the full processing charge for the first 3 units of Red Blood Cells of the calendar year. MEDIC pays 20% of any outpatient red blood cells after the initial 3 units are credited in full. Medicare reimburses for all other components, such as platelets or plasma used.

### II. MEDIC DISCOUNT PROGRAM:

MEDIC does not charge a replacement fee for any blood components. However, MEDIC does offer a discount program for nonmembers who use blood components and wish to seek donors to replenish the community blood supply. MEDIC will issue a \$15.00 credit to the patient's account for any donations made for the patient.

### III. QUESTIONS:

If you have any questions regarding MEDIC credits or the discount program, please call the Benefits/Credits Department at (865) 521-2675 or 524-3074.

IV. MEDIC REGIONAL BLOOD CENTER PRODUCTS:

Red Blood Cells, Leuko-Reduced  
Red Blood Cells, Leuko-Reduced, Irradiated  
Red Blood Cells, Leuko-Reduced, Washed  
Red Blood Cells, Leuko-Reduced, Deglycerolized  
Plasma, Fresh Frozen and Frozen Within 24 Hours of Collection  
Plasma, Frozen, Cryoprecipitate Reduced  
Plasma, Fresh Frozen and Frozen Within 24 Hours of Collection (Pheresis)  
Cryoprecipitated AHF (single and pooled)  
Platelets, Pheresis, Leuko-Reduced  
Platelets, Pheresis, Leuko-Reduced, Irradiated  
Platelets, Pheresis, Washed  
Platelets, Pheresis, Leuko-Reduced, Low Yield  
Red Blood Cells, Directed, Leuko-Reduced, Irradiated  
Red Blood Cells, Leuko-Reduced, Autologous  
Red Blood Cells, Autologous, Frozen  
Red Blood Cells, Autologous, Deglyced

CMV Negative Products (Available Upon Request)

Irradiation of Blood Products (Available Upon Request)

**NOTE:**        *Contact MEDIC VP & Chief Financial Officer for current pricing.*