

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 cellular products (RBC and platelet) should be irradiated before transfusion. Other cellular products may 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 one scheduled routine delivery per day on 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, Information Management, and Quality Systems.

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 Design	Resources including personnel
Supplier and Customer Issues	Equipment
Process Control	Nonconformances, Deviations, and Adverse Events
Documents and Records	Internal and External Assessments
Process Improvement	Facilities and Safety

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I. PATIENT SUPPORT SERVICES:

A. CREDITS:

Credits donated to patients are used to offset the hospital blood processing fee. 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 and submitted the appropriate paperwork, patient services staff will confirm usage. Once usage is confirmed, staff will send a check to the patient for the appropriate amount of credits.

II. PATIENT SUPPORT FINANCE INFORMATION PROGRAM:

MEDIC does not charge a replacement fee for any blood components. Membership credits transferred to patients will be applied to the patient account and the patient will receive \$15/credit after usage.

III. QUESTIONS:

If you have any questions regarding MEDIC Patient Support Program, please call Kim Berrier at (865) 521-2656 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
Platelets, Pooled Whole-Blood Derived, Leuko-Reduced
Red Blood Cells, or platelets pheresis, 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.*