

Blood Product Issue Protocol

If you are concerned with a blood product you received, we recommend the following protocol to help us best support your team:

- 1.If this is an urgent matter that requires **immediate assistance**, please contact our Central Office team at (204) 632-2586.
- 2.For non-urgent matters, or following an urgent matter discussion with our Central Office team, please complete and submit the Blood Product Issue form provided below to admin@canadiananimalbloodbank.ca.
 - a.Use the following Subject Line for your email: “URGENT: Blood Product Issue”.
 - b.Ensure the completed Blood Product Issue form is attached.
- 3.Reserve the product for possible submission for further review by our team. Punctured, empty, or compromised product(s) should all be saved until further notice. Please store refrigerated and thawed items in the refrigerator. Frozen products that were not thawed should be stored in freezer units.
- 4.After your form has been received and reviewed, a member of our team will follow up to discuss next steps.

Blood Product Issue

Please complete and submit the Blood Product Issue form provided below to admin@canadiananimalbloodbank.ca.

Use the following Subject Line for your email: "URGENT: Blood Product Issue".

Please check the box indicating the issue(s) with the product:

- | | |
|---|---|
| <input type="checkbox"/> Packaging damaged | <input type="checkbox"/> Products arrived after estimated delivery date |
| <input type="checkbox"/> Inclusions in product | <input type="checkbox"/> Temperature strip out of normal range |
| <input type="checkbox"/> Wrong product received | <input type="checkbox"/> Other: _____ |

Please briefly describe the specific issue(s) with the product:

To ensure we are best able to help with your concern, please include the following with your form submission:

- Images of the product(s) in question.
- Time-stamped image of the temperature indicator included with the product, if relevant to your submission.

For Internal Use Only

Date received: _____

Staff involved in review: _____

Description of review and analysis of issue: _____

Outcome: _____

Issue:

- Replacement product shipped
- Refund
- Credit
- Pending further review
- Insufficient information provided
- Other: _____

Signature of staff that completed the review

Signed by ED and/or Board President

Copy sent to the Laboratory Director to include information in the Product Quality report. Reports to be reviewed quarterly by Quality Control & Education Advisory Committees.