Hospital Partner Resource Guide
Table of Contents

Introduction

Customer Services
Order Management
   Connect User Guide
   Connect HIPPAA Statement
   Connect Log In
   Order Placement Lead Time
Contingency Procedures
   Manual Shipping Form
Managing A Shortage
Medical Release

Products
List of Products and Services
   Pathogen Reduced Platelet Implementation Guide
   Autologous and Directed Donor Information
   Procedures Facility Identification Numbers
   Product and Services
   FIN Active FIN Barcode
   List FIN Barcode 2021
ProductCodes and Label Examples
   Product Codes
   Product and Services Labels
   IRL Label Examples

Laboratory Services
Immunohematology Reference Laboratories (IRL)
   Red Blood Serology
   Neonatal Serology Testing Request Form
   NRL Specialized Testing Request Form
   Immunohematology Consultation Request Form
   Donor Request For Special Blood
   Human Leukocyte Antigen (HLA)
      Testing Algorithm
Platelet Serology
National Molecular Laboratory
Neutrophil Laboratory
Laboratory Sample Shipping Instructions

SUCCESS Education Services
   SUCCESS Online Learning Log In
   Transfusion Practice Guidelines
      Compendium of Transfusion Practices
      TPG Mobile App
   Medical Directors

Packing and Shipping
Packing and Shipping Information
   Packing and Shipping Documentation
      Packing Slips
      Packing Chart
      Shipping Qualification Memo
   Product Packing and Shipping
      Packing Red Blood Cells
      Packing Frozen Plasma
      Packing Platelets

Blood Bank Resources and Documents
Important Contacts
   Transfusion Service Customer Handbook
   Case Reports
   Circular of Information
   Zika and Bebesia COI Update
   Red Cross Testing Methodologies
Compliance Statements
   TRALI
   BacT
   Forms Certificates
      Forms and Certificates Log In

Billing and Reconciliation
Billing
   CPT Codes
   HCPCS Codes
   Reimbursement Resources
   Invoice Central
      Invoice Guide and Enrollment Form
      Invoice Central Log In
      Invoice Manual

Parting Opportunities
Blood Drives
Annual Campaigns
Welcome to the American Red Cross! As the largest single collector, manufacturer, and distributor of blood products in the United States for more than 70 years, we are happy to be your provider.

To best serve our hospital partners, the following comprehensive resource guide is available to facilitate access to all Red Cross service areas. All product and service information ranging from ordering and invoice payment to reference lab and medical consultation is available along with essential points of contact ready to address your every need.

At the American Red Cross, we are committed to providing the highest standard of quality and service. For more information or to learn more about specific products and services in your service agreement, please reach out to your Account Manager.

User Tips and Shortcuts

Easy to navigate functionalities have been incorporated into the HPRG. A list of shortcuts is provided below:

- Interconnected table of contents allows a user to navigate directly to a specific section. Click on any table item to jump to that section.

- Sections are divided by customized banners located at the top of the page. Clicking on the section header will transfer users to the beginning of that section for easy navigation.

- All files throughout the document are accessible and available for download by clicking on the blue boxes.

- Users can print any downloaded documents like forms and certificates.

- Access to all websites and log-in pages are marked with yellow boxes, clicking on these will direct users to the appropriate site.

- Users can return to the table of contents by clicking on Hospital Partner Resource Guide at the bottom right hand corner of each page.
Customer Service

As a trusted blood service provider across the nation, the Red Cross offers support from experienced transfusion medicine professionals and personalized account management to meet your hospital's every need.

Our team is focused on providing you an efficient and effortless experience; through 24/7 customer service. Hospital partners have access to a wide variety of services, a broad spectrum of testing, from routine to specialized, and a large inventory of antigen-negative, rare units and STAT deliveries through our online order management system.
Order Management

Connect is the Red Cross’s online order management system, designed to address all your hospital needs and grant direct access to efficient and effortless order placement and inventory management.

The Connect system is a single point of service for online ordering of all products and services, including HLA, IRL, Molecular, Neutrophil, and Specialized Serology testing. Other features include status tracking of all placed orders, product transfers and transfer partnership, Par level ordering, return authorizations and credit requests and customer concern submission.

In the rare occurrence a product quality issue is identified (broken, hemolyzed, lipemic), please complete the product quality service order in Connect.

With quarterly software releases, we continue to add features that enhance functionality and benefit our hospital partners that you can learn about through the Connect User Guide.

### Connect User Guide
Download the latest version of the Connect user guide

### Connect HIPAA Statement
Download to learn more

### Log in to Connect
For account inquiries, please reach out to your Account Manager, or ConnectHelp@redcross.org. For password assistance please reach out to your Hospital’s Admin for Connect, your Regional Account Manager, or ConnectHelp@redcross.org
Ordering Channel

On-line ordering is the Red Cross’s primary ordering option. As such Red Cross will be discontinuing receipt of fax orders and ask that you transition your product ordering to on-line via Connect. In addition to swifter processing times, hospitals can enjoy accurate fill rate and turn-around time reporting when their total product needs are managed directly through Connect. As always, Red Cross Customer Service operates 24/7 and can receive your order via phone as required.

Lead Time

Instituting standard lead times for order placement enables Red Cross to more consistently and accurately fulfill your product needs. Lead times allow order processing and fulfillment to be executed efficiently and with minimal disruptions so as to produce reliable performance.

Scheduled Orders

So that Red Cross may better plan for your product requirements, we are requesting a minimum of 50% of your total product volume be placed on scheduled order. Doing so will allow Red Cross to more effectively prepare and process your order, as scheduled orders are prioritized and “filled first” over other product orders excluding STAT orders. The balance of your product needs can be placed via ad hoc ordering on-line to accommodate the variability in demand. Your account manager can assist you with recommendations for scheduled order stocking levels based on your historic ordering practices. Further, you can now easily modify or cancel your scheduled orders in Connect.
STATs

STAT orders will require a minimum 1-hour processing time for the first box, and an incremental 30 mins for every additional box before the products are out the door for delivery. The definition of STAT will be based on processing time not delivery time. Additionally, STATs orders may be filled using short-dated products.

Contingency Procedures

When the Red Cross blood establishment system is not operational, we ship following manual procedures. The Red Cross ships products to hospitals to meet urgent patient need.

Manual Shipping Form

Used by the Red Cross only when blood establishment system is down

Cellular Phone

During severe weather alerts and building evacuation alarms, it is the Red Cross policy to transfer from landline to a cell phone and evacuate the department. The Red Cross also backs up its landlines with the cell phones in case the landlines are not operational; a list can be provided by your Account Manager.

Quarantining of Blood Products

In the event the Red Cross identifies a large non-conformance with supplies, equipment, collection/manufacturing/testing procedures, or large donor population concerns, the Red Cross may ask a hospital to quarantine blood products onsite rather than return products to the Red Cross. Hospitals should have procedures to quarantine these products from the products that are still acceptable for transfusion.
Managing A Shortage

In the rare occurrence of fulfillment issues related to blood product, shortages will be managed by a dedicated customer service representative. Our staff will:

- Initiate a request for products from the Red Cross national network of Blood Services Regions.
- Facilitate moving product to the hospital from a nearby hospital.
- Contact blood providers across the country.
- Suggest an equivalent product for consideration.
- Offer medical consultation to triage the shortage and assess the patient needs.
- Provide the hospital with timely updates until the shortage is resolved.

Medical Release

In the circumstance that blood product inventory reaches critical levels, our medical release process is triggered. This process, driven by the Order Management team, includes communication to hospitals placing orders. Steps are implemented to preserve the available blood products for STAT emergencies only. During medical release situations, only STAT orders will be filled in coordination with the Medical Office. Customer Service will contact hospitals ordering STAT products to acquire additional information regarding immediate need of products ordered. Customer Service will be required to fill the Medical Release information form. Upon reviewing the Medical Release information form with the Medical Office, Customer Service will confirm the final order processing information with the customer.
The American Red Cross is the largest single collector, manufacturer, and distributor of blood products in the United States, supplying more than 8 million products to approximately 2,500 hospitals nationwide. We provide a comprehensive offering of blood products, including rare blood types, STAT deliveries and 24/7 customer service along with personalized account management to continuously serve your total hospital needs.

For a list of specific products and services included in your service plan, please contact your Account Manager.

**List of Products and Services**
Download the complete products and services brochure

The pathogen Reduced Platelet Implementation Guide will walk you through the implementation steps for receiving, distributing, and billing for pathogen reduction platelets

**Pathogen Reduced Platelet Implementation Guide**
Download for a guide through the implementation steps of pathogen reduced platelets

**Autologous and Directed Donor Services**

Blood transfusions play a critical part in surgery. Learn how autologous donation allows you to donate your own blood prior to your scheduled surgery for your own use.

**Autologous and Directed Donor Information**
Download here for more information
Facility Identification Numbers (FINS)

A list of scanable Facility Identification Numbers are available in the links below to upload in your hospital inventory system.

Products and Services Facility Listing and FDA Registration

Active FIN Barcode List

Upcoming Facility Identification Numbers (FINS)

As part of an geographic realignment initiative taking place in 2021, FINs will be updated to a new series. This change will require our hospitals to update systems by adding the new list of scanable FIN codes attached by early 2021.

FIN Barcode List 2021
Product Codes and Label Examples

We recommend hospitals load all product codes for flexibility and management of product receipt. Label examples provided below to ensure hospital scanners are configured to accept Red Cross products.

Product Codes
The Product code file references the page number of the label examples below

Products and Services Sample Labels

IRL Label Examples
With more than five decades of experience, our coordinated system of more than 50 testing laboratories offers synergized expertise and consultation across a nationwide network, including specialty labs.

**Immunohematology Reference Laboratories (IRL)**

Gain access to a world-class network of reference labs to assist with routine and complex serological cases and a dedicated laboratory to assess new products.

**Red Blood Cell Serology**

Download to learn more

Provided below are example reports and commonly requested forms used for IRL services when ordering is not available through Connect.

- **Example IRL Report**
  Provided are examples of NML reports for reference

- **Neonatal Serology Testing Request Form**

- **National Reference Laboratory Specialized Testing Request Form**

- **Immunohematology Consultation Request Form**

- **Donor Request For Special Blood Form**

American Red Cross
Human Leukocyte Antigen Laboratory (HLA)

Our HLA laboratories provide comprehensive HLA services supporting Hematopoietic Cell Transplantation (HCT), Solid Organ Transplantation, Transfusion, Disease/Drug Association Study, Vaccine research, and more.

Platelet Serology Laboratory

The Red Cross reference laboratories can provide expert assistance with your most complex platelet serology cases to help ensure the best outcomes for your patients.

National Molecular Laboratory

This AABB-accredited, and CLIA licensed lab supports complex antibody identifications, helps guide selection of compatible donors and in identifying risks of alloimmunization to blood group and platelet antigens.

Molecular Testing
Learn more about our Molecular testing services here

Example NML Reports
Provided are examples of NML reports for reference
Neutrophil Laboratory

The neutrophil laboratory services include granulocyte antibody screening, extended antibody identification (MAINA), HLA antibody screening and drug antibody testing.

Neutrophil Testing
Learn more about our Neutrophil testing services here

Laboratory Sample Preparation Shipping Instructions

Please refer to the instructions provided to ensure correct shipping conditions and optimal result turnaround time.

Laboratory Sample Preparation Shipping Instructions
SUCCESS

SUCCESS is a comprehensive suite of educational resources comprised of online instruction, industry publications, and learning events, designed for physicians and laboratory professionals in the areas of blood banking.

Our courses are accredited and available free-of-charge and accessible for self-study at your convenience.

SUCCESS Online Learning User Guide
Download for instructions on using our SUCCESS online learning platform

Log in to SUCCESS
Please note that hospitals will need a code in order to log in. We encourage you to visit the website periodically to review new and updated resources. If you have questions regarding SUCCESS, please contact success@redcross.org

Transfusion Practice Guidelines

The Compendium is intended as a reference work for practitioners of transfusion medicine. Guidelines reflect the authors’ understanding of relevant literature and other publications such as the Circular of Information. We hope that the Compendium becomes an essential educational resource and reference guide for transfusion management of your patients.

Compendium of Transfusion Practice Guidelines
Download the complete TPG Guidelines here

TPG Mobile App
Click here to download
Medical Directors

The Red Cross offers unparalleled transfusion medicine expertise with more than 30 Medical Directors across the country. These experts in transfusion medicine are available for consultation, provide guidance and educational seminars.

Medical consultation is available 24 hours a day, 7 days a week on all aspects of transfusion medicine. Specific issues relating to immunohematology can also be directed towards experienced immunohematology medical technologists, including two with SBB certification.
Packing and Shipping Information

The American Red Cross packs blood products in qualified boxes. The boxes have been validated to ensure products are maintained at the required shipping temperatures.

Shipping temperature requirements are slightly different than storage temperatures and the following table will outline differences:

<table>
<thead>
<tr>
<th>Product</th>
<th>Storage Requirement</th>
<th>Shipping Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Blood Cells</td>
<td>+1°C to +6°C</td>
<td>+1°C to +10°C</td>
</tr>
<tr>
<td>Platelets</td>
<td>+20°C to +24°C</td>
<td>As close as possible to +20°C to +24°C (+19°C to +25°C)</td>
</tr>
<tr>
<td>Frozen Products</td>
<td>-18°C or colder</td>
<td>No evidence of thawing</td>
</tr>
</tbody>
</table>

The packing procedures (included at the end of this section) must be followed to ensure product temperatures are maintained during transit.

If products are received out of shipping temperature range or are packed incorrectly, notify Red Cross Customer Service. These products will be managed based on the non-conformance. In emergency situations, the products will be released following our medically-approved procedures.

The Red Cross boxes are reusable and will be rotated during routine deliveries. Please please order box pick up via Connect service order.
Packing and Shipping Documentation

Each box that originates from Red Cross contains a detailed packing slip.

Hospitals should verify container contents against the packing slip. If a discrepancy is found, immediately contact the Red Cross Customer Service.

Best Practice

When shipping blood products using overnight couriers, the shipping hospital should pack the products using the configuration that allows the longest transit time.

Preconditioned Temperature Stabilizing Packs

Temperature stabilizing packs (TSP’s) used in shipping are preconditioned to appropriate temperatures based on the products being shipped. For example, when shipping platelets, the TSP’s are preconditioned to a temperature between 20.0 C and 24.0 C. Precondition TSP’s by storing them in the appropriate temperature before use.
Packing Limits

Shipping box qualifications were performed based on volume dependency, not the number of products or bags. The following chart provides minimum and maximum volume for each shipping container.

Product Packing and Shipping Procedures

In circumstances that require repacking after receipt of shipment, such as transferring amongst hospitals, or if products need to be returned, please follow these packing instructions.

- **Shipping Red Blood Cells**
  - Complete packing instructions

- **Shipping Frozen Plasma**
  - Complete packing instructions

- **Shipping Platelets**
  - Complete packing instructions
Important Contacts

Connect
For all inquiries regarding your account and for password assistance please reach out to your Hospital’s Admin for Connect, your Account Manager, or ConnectHelp@redcross.org

Hospital Support
For hospital support and all general inquiries regarding our services, email hospitalsupport@redcross.org

Reimbursement
If you have questions regarding reimbursement, please review our section on reimbursement below. For all other questions, you can email reimburse@redcross.org

Adverse Reactions
In the case of an adverse reaction, call the Red Cross Donor Client Service Center (DCSC) at 866-236-3276.

Regional Account Manager

Medical Office
## References

### Donor and Client Support

- Transfusion Services Customer Handbook
- Transfusion Reaction Case Report
- Infectious Desies Case Report

### Circular of Information

- Circular of Information for the Use of Human Blood and Blood Components
- Circular of Information for the Use of Cellular Therapy Products
- Zika & Babesia COI update

### Testing Methodologies

- Red Cross Testing Methodologies
Blood Bank
Resources and Documents

Compliance Statements

TRALI

BacT

Forms and Certificates

American Red Cross Blood Services is licensed and registered across the nation. Provided are the necessary request forms and licenses for your blood bank operation.

FDA Registration

Biologics License

Forms and Certificates
Visit RedCrossBlood.org for region-specific forms and certificates at your convenience.
Billing

Invoices are produced for products purchased and services performed four times each month. Daily reconciliation is performed to validate that all products are passed to the Billing System from the Distribution department to ensure all product transactions are correct. Billing for services includes a reference to the Connect order and patient identifier.

Hospital Customer Transfer Account Form

CPT Codes

HCPCS Codes

Process and Delivery Codes

Reimbursement Resources

For more information on reimbursement click here.

Reimbursement Frequently Asked Questions
Invoice Central

The most efficient method of payment is through Invoice Central. Customers enrolled in Invoice Central can receive and pay their Red Cross invoices electronically. Red Cross also offers a network of five national lockboxes where customers can remit payments for invoices via check or ACH. These payments are interfaced daily and if received with a valid invoice number the payments, apply automatically through the interface process.

Your Account Manager can provide you more details on any of these payment methods.

Invoice Central Guide and Enrollment Form
Download invoice samples and reconciliation procedures in this manual.

Log in to Invoice Central
Don't have an account? Please contact your Account Manager for help.

Invoice Manual
Invoice Manual
Download invoice samples and reconciliation procedures in this manual.
**Blood Drives**

The Red Cross needs to collect more than 13,000 blood products and more than 2,500 platelet donations each day. Eighty-four percent of blood donations are given at blood drives - hosted by generous sponsoring organizations and hospital partners. Consider partnering with the Red Cross to host a blood drive today.

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**Why Host a Blood Drive**

One person can help save hundreds of lives by hosting a blood drive. It’s a rewarding experience.

START NOW

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**Annual Campaigns**

**Sound The Alarm**

Sound the Alarm is Red Cross’s National Annual Signature Event where we install thousands of smoke alarms in major cities across the U.S. Along with our network of volunteers, we work to make homes safe against home fires.

Volunteers are needed to do many things on the day of the installation event such as help operationally, serve as a greeter for other volunteers, and fulfill one of three roles on the home visit installation team- Installer, Educator, or Reporter. Talk to your account manager for more information if you would like to get involved.
Missing Types

Missing Types leverages an international movement to build awareness of the need for new blood donors through striking visuals that illustrate the critical role every prospective blood donor has in ensuring lifesaving blood products are available to patients. Every year we ask iconic corporate and civic brands, celebrities and influencers to remove the A, B and O – the main blood groups – from signage, websites and other public-facing platforms during the campaign period to help raise visibility.

The Missing Types' campaign goal is to inspire thousands of people to make blood and platelet donation appointments, with at least 50,000 of those individuals being new donors.