

1.0 GENERAL INFORMATION

1.1 History

Carter BloodCare is a not-for-profit regional blood center formed on January 1, 1998 as the result of a merger between BloodCare of Dallas and Carter Blood Center of Fort Worth.

BloodCare was founded in 1951 under the name J.K. and Suzie L. Wadley Research Institute and Blood Bank. The Institute was founded with a grant from the Wadley family, following the death of their grandson from leukemia.

Carter Blood Center was founded in 1959 as the result of efforts of the local medical and business community to centralize the collection, testing and distribution of blood components in the area. The Amon G. Carter Foundation of Fort Worth donated the original land, building and equipment.

Carter BloodCare is one of the largest blood centers in the United States, and operates with the support of all-volunteer blood donors. In partnership with our volunteer blood donors, Carter BloodCare serves more than 190 hospitals and healthcare facilities in 50-plus counties throughout North, Central and East Texas. More than 3,200 businesses, religious, educational, government, community and civic organizations, as well as dedicated individuals make up our volunteer donor community.

On April 4, 2007, Carter BloodCare and W.E. Lela I. Stewart Blood Center merged operations as Carter BloodCare. Stewart Regional Blood Center was founded in 1951 under the name of Stewart Blood Bank in Tyler, Texas.

In addition to providing blood components to area hospital patients, Carter BloodCare offers many technical support services and educational programs to the employees of area healthcare organizations.

1.2 Mission Statement

We save lives by making transfusion possible.

1.3 Vision Statement

We are the recognized model for outstanding service, quality and innovation in all aspects of transfusion medicine and blood banking.

1.4 Accreditation Numbers

Carter BloodCare is accredited by the following agencies:

AABB

- AABB facility ID #7683

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Department of Health and Human Services, Food and Drug Administration

- FDA Biologics License number 1274

Centers for Medicare & Medicaid Services

- CLIA certificate number 45D0486046 (Bedford)

Foundation for the Accreditation of Cellular Therapy

- (FACT does not provide accreditation numbers)

If you require a copy of any of these licenses or if you require a different license not listed above, please contact Hospital Relations or go to cbcspecialtyservices.org.

1.5 Department Descriptions and Contact Directory

Carter BloodCare
2205 Highway 121
Bedford, TX 76021

Carter BloodCare
206 Archway
Woodway, TX 76712

Carter BloodCare
815 South Baxter Ave.
Tyler, TX 75701

1-800-DONATE4
carterbloodcare.org

Clinical Services

Peripheral blood stem cell collection, therapeutic apheresis procedures including plasmapheresis, cytoreduction and red cell exchange, photopheresis, lymphocyte collections, granulocyte collections

Main number _____ (972) 788-0650
Fax number _____ (972) 661-9409

Granulocyte Orders _____ Pager (817) 482-9446

Donor Notification

Donor notification of significant test results, transfusion-transmitted disease investigations, donor re-entry

Main number _____ (817) 412-5603
Fax number _____ (817) 412-5609

Suzanne Hilton, MT(ASCP) _____ (817) 412-5604
Manager of Donor Notification shilton@carterbloodcare.org

Donor Recruitment

Blood drive recruitment and blood drive scheduling

Rhonda Cantrell _____ (817) 412-5384
Administrative Assistant Fax _____ (817) 412-5350
rcantrell@carterbloodcare.org

Clinton McCoy _____ (903) 363-0443
Director of Donor Recruitment and Regional Operations cmmcoy@carterbloodcare.org

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Jacque Decker _____ (903) 363-0432
Manager of Operations /Field Recruitment jsdecker@carterbloodcare.org

Vickie Carpenter _____ (254) 297-4004
Manager of Recruitment Operations vcarpenter@carterbloodcare.org

Finance and Billing

Fax number _____ (817) 412-5136

Main contact for invoice or billing

Cheryl Stark _____ (817) 412-5123
Accounts Receivable Coordinator cstark@carterbloodcare.org

Nancy Jones _____ (817) 412-5121
Chief Financial Officer njones@carterbloodcare.org

Scott Gastorf _____ (817) 412-5139
Director of Finance sgastorf@carterbloodcare.org

Hospital Relations

Customer service related activities Customer Incident reporting and tracking, staff in-services, transfusion service mock audits, annual inspections, and Service Manual information.

Heath Alls, MBA, MSM, MLS(ASCP)^{cm} _____ (817) 412-5719
Client Relations Manager Cell _____ (817) 879-1161
halls@carterbloodcare.org

Christina Ramos, MLS (ASCP)^{cm} SBB^{cm} _____ (817) 412-5720
Client Relations Manager Cell _____ (817) 422-2375
cramos@carterbloodcare.org

NOTE: All inquiries can be directed to hospitalrelations@carterbloodcare.org

Medical Services

Medical consultation

Main number _____ (817) 412-5104

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Fax number _____ (817) 412-5117

Laurie Sutor, M.D. _____ (817) 412-5601
Vice President Medical & Technical Services lsutor@carterbloodcare.org

Geeta Paranjape, M.D. _____ (817) 412-5612
Medical Director of Clinical Services gparanjape@carterbloodcare.org

Nicole De Simone, M.D. _____ (817) 412-5236
Medical Director of Clinical Apheresis ndesimone@carterbloodcare.org

William Crews, M.D. _____ (817) 412-5611
Medical Director of Laboratory Services wcrews@carterbloodcare.org

Lesley Kresie, M.D. _____ (817) 412-5610
Medical Director of HLA Services lkresie@carterbloodcare.org

Frances Compton, M.D. _____ (817) 412-5736
Medical Director of Patient Services fcompton@carterbloodcare.org

Debra Smith, M.D., PhD _____ (817) 412-5606
Medical Director of Cellular Therapy Services delsmith@carterbloodcare.org

Quality Assurance

Lookback, product recalls, regulatory consultation

Main number _____ (817) 412-5580
Fax number _____ (817) 412-5659
Email QANotifications@carterbloodcare.org

Nancy Ausman _____ (817) 412-5577
Chief Quality Officer nausman@carterbloodcare.org

Carter BloodCare Tyler

Main number _____ (903) 363-0419
Fax number _____ (903) 363-0467

Polly Wynn _____ (903) 363-0419
Manager of Quality Assurance pwynn@carterbloodcare.org

CARTER BLOODCARE CROSSMATCH SERVICE MANUAL

Reference and Transfusion Services

Transfusion accounts, sample receipt, transfusion inquiries, antibody identification, antigen screening, HLA platelet orders, platelet antibody orders, transfusion reaction notification, general transfusion consultation, and flow cytometry

Main number _____ (817) 412-5740
Fax number _____ (817) 412-5749

Sandy Wortman, MT (ASCP),SBB _____ (817) 412-5271
Director of Reference and Transfusion swortman@carterbloodcare.org

Pamela Boyd, MT (ASCP),BB _____ (817) 412-5229
Manager Reference and Transfusion pboyd@carterbloodcare.org

Christine Bernal, MLS(ASCP)^{cm}SBB^{cm} _____ (972) 566-4910
Manager Reference and Transfusion mnewhouse@carterbloodcare.org

Dorothy Blake, MLS(ASCP)^{cm}SBB^{cm} _____ (817) 702-2040
Manager Reference and Transfusion dblake@carterbloodcare.org

Katrina Price, MT(AMT) _____ (972) 940-8080
Manager Reference and Transfusion kprice@carterbloodcare.org

Special Donations

Autologous and therapeutic scheduling, tracking and consultation

NOTE: For delivery requests, please refer to Distribution/Hospital Services

Main number _____ (817) 412-5308
Toll free number _____ 1(866) 525-3378
Fax number _____ (817) 412-5318

Cellular Therapy Laboratory

Stem cell processing and storage

Main number _____ (817) 412-5743
Fax number _____ (817) 412-5746

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Vincent Zost, MT(ASCP)SBB _____ (817) 412-5743
Cellular Therapy Laboratory Director vzost@carterbloodcare.org

Testing and Labeling

Viral marker testing, viral marker test results, labeling and release of blood components

Main number _____ (817) 412-5731
Fax number _____ (817) 412-5748

Regina Collier, MT(AMT) _____ (817) 412-5733
Component Production, Testing and Labeling Manager rcollier@carterbloodcare.org

Administration

Main number _____ (817) 412-5000
Fax number _____ (817) 412-5991

Merlyn H. Sayers, MB, BCh, PhD _____ (817) 412-5101
Chief Executive Officer msayers@carterbloodcare.org

BJ Smith _____ (817) 412-5158
Vice President of Operations and Information Services bjsmith@carterbloodcare.org

Veronica Moore, MBA, MT (ASCP) _____ (817) 412-5328
Vice President of Marketing and Operations Support vmoore@carterbloodcare.org

Human Resources Job Hotline _____ (817) 412-5150

Carter BloodCare East Texas

Main number _____ (903) 363-0400

Clinton McCoy _____ (903) 363-0443
Director of Donor Recruitment & Regional Operations cmmcoy@carterbloodcare.org

Carter BloodCare Central Texas

Main Number _____ (254)297-4000

1.6 Forms

- Organizational Charts