

4.0 HOSPITAL RELATIONS/ CUSTOMER SERVICE POLICIES

Thank you! We are privileged that you have chosen Carter BloodCare to meet your blood product and immunohematology related services. Our continued promise lies in our

- Customer service – *Caring is in our DNA*
- Quality – *Inspiring Confidence. Pursuing Innovation.*
- Turn-Around-Time – *Offering Reliable 24/7/365*
- Value – *Exceeding the Expected*
- Community – *Matching Locally. Serving Globally.*

We are indebted for your trust in Carter BloodCare.

We look forward to many years of a rewarding relationship. We encourage you to share your feedback regarding your needs and our level of service.

Contact Information:

Carter BloodCare
Hospital Relations
2205 Highway 121
Bedford, TX 76021

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

Christina Ramos, MLS(ASCP)^{CM} SBB^{CM}
Client Relations Manager
817-412-5720
cramos@carterbloodcare.org

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

4.1 General Customer Complaints, Comments, and Customer Incidents

It is our goal to continuously meet and exceed your expectations. In the event that this does not occur, please notify the Hospital Relations department as soon as possible.

Complaints and comments may be in the form of a phone call, e-mail, or a Customer Incident form. All complaints are taken very seriously.

CARTER BLOODCARE CROSSMATCH SERVICE MANUAL

The Customer Incident form may be used to record any incident affecting product and service quality. Details may include the accuracy of your order, timeliness of delivery, unmet expectations, or other events affecting service or the safety, potency, and purity of our products. Please include specific information such as unit number, date, time, order number, etc.

The form may be mailed, faxed, or e-mailed to the Hospital Relations department. All Customer Incidents are tracked and monitored for Continuous Quality Improvement. You will be provided with a written response explaining the outcome of the event investigation. Turn-around-times for written responses depend on the extent and nature of the internal investigation.

A copy of the Customer Incident form is included in this section. The form may be copied for your use. If you desire an electronic template for e-mail use, please contact the Hospital Relations department. Should you choose to utilize the e-mail system; the written response will be sent to you via e-mail following the event investigation.

4.2 Customer Surveys

You may receive periodic surveys regarding our service or other specific issues. Please take the time to complete the surveys. The information you provide is valuable to us for making improvements and planning for the future.

4.3 Forms

- QSF702.01 Customer Incident