

Memorandum

TO: Transfusion Service and/or Laboratory Medical Directors,
Laboratory Manager, Transfusion Service Supervisor, and Staff

FROM: Chris Gresens, MD, Senior Medical Director and Vice President

DATE: 10/15/15

RE: Contacting BloodSource Physicians for STAT Consults

We understand that situations sometimes arise requiring the rapid assistance of a BloodSource physician. Below are recommendations for contacting our on-duty physician promptly for STAT consultative purposes.

WHEN CONTACTING A BLOODSOURCE PHYSICIAN ON A STAT BASIS:

PLEASE ...

- Call our 24/7 Hospital Services phone number (916-731-7100). You'll be asked to provide your name, contact information, the name of your facility, and a brief reason for the request so this information may be conveyed *immediately* to our on-duty physician.
- Be certain that your facility's Transfusion Service or Laboratory Medical Director (if s/he is not the caller) is informed of the case and consultation request before being initiated.

The BloodSource physician will return your call promptly (generally within 15 minutes).

Important note: If your intent is to facilitate a consultation between BloodSource's on-duty physician and a clinical colleague at your facility, your use of the above process will ensure our physician is maximally prepared to provide the necessary support.

PLEASE DO NOT ...

- Call the main reception desk that is staffed only from 8:00 a.m. to 4:00 p.m. Monday-Friday.
- Leave time-sensitive voicemail or e-mail messages for the BloodSource physician.

As always, I encourage you to share any questions or recommendations you may have about this – or any other relevant – matter. Thank you for helping us provide you the very best consultative services possible.