



New York Blood Center Enterprises



Frequently Asked Questions for IRL Requests

What are your hours of operation?

Effective October 1st, 2023 IRL is routinely staffed 24 hours a day M-F (except for holidays), Saturday noon-2030, and Sunday 2000-0630 (overnight)-.

We are not routinely staffed on Sunday's during the day, Holidays, Saturday Mornings or Saturday nights.

Day	Routine Hours
Monday – Friday	0630-0630 (24 Hours)
Saturday	1200-2030
Sunday	2000-0630

** Please be advised that the operational hours during overnight shifts and weekends may be subject to modification due to unforeseen staffing requirements. It is important to note that our facility is not staffed on holidays, Saturday mornings, Saturday overnight, or during daytime hours on Sundays.*

I've submitted a sample for a red cell serologic request, when can I expect results?

Our goal is to have final patient reports available in < 2 days from the time the sample has been received, with priority being given to samples ordered STAT and ASAP. Deviations may occur due to complexity of antibody identification.

The units you sent are incompatible, why?

There are a number of reasons why your patient's plasma/serum may be reactive with ALL cells tested, including the Red Blood Cells that our facility provided to you. Common examples are listed here:

- Warm Autoantibody
- Cold Autoantibody
- Monoclonal Antibody Interference
- Antibody to high prevalence antigen of no clinical significance

There are also reasons why your patient's plasma/serum may be unexpectedly reactive with just one or two of the Red Blood Cells provided to you. Consider:

- HLA Antibody
- Antibody to low prevalence antigen
- DAT Positive Unit

Please contact our laboratory at 816-968-4053 if you encounter an unexpected incompatible crossmatch when testing units that our facility provided to you.

Can you help enter your results into our Laboratory Information System?

We are unable to assist in entering our results into your Laboratory Information System. All patient reports and donor unit reports will be uploaded as a PDF to BloodHub using the associated order number.

What's the difference between a preliminary report and a final report?

A preliminary report is subject to change and should not be entered into the patient's medical record. A final report has been reviewed by a Lead Technologist or the Technical Supervisor and no additional testing is required.





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I placed a service order in BloodHub, will a courier be sent automatically?

Courier service is available upon request, but will not be sent automatically with placement of a service request. Please contact our Distribution Department at 816-968-4015 to make arrangements for a courier if needed.

I have a patient receiving anti-CD38 (daratumumab) therapy, what should I do?

If possible, perform antibody screen and genotype prior to patient beginning daratumumab therapy. If a workup for antibody identification is sent to our laboratory, be sure to provide the most recent daratumumab administration date to guide and expedite the workup as the drug can cause interference for up to 6 months after therapy. Red Blood Cells for transfusion should lack antigens to any identified clinically significant alloantibodies. Consult your hospital's policy for transfusion of patients receiving daratumumab.

I submitted a request for a platelet crossmatch, when will I get my unit?

A platelet antibody screen is required prior to platelet crossmatching. If the platelet antibody screen is positive, platelet crossmatching will be performed. Platelets are crossmatched within 24 hours of product collection. If the compatible product is pathogen reduced, the product will be available 24 hours after product collection at the earliest. If the compatible product is tested by Large Volume Delayed Sampling for sterility testing, the product will be available 60 hours after product collection at the earliest.

I submitted a request for a HLA matched platelet when will I get my unit?

For first time requests, please provide the patient's HLA type results and a report of any HLA antibodies identified in the patient's plasma with the BloodHub order. HLA typing is a send out test and products are imported from outside facilities. Due to donor availability, chronic shortages, and importing, IRL will provide you with an estimated time of arrival.

Is it possible to import extra units of HLA matched platelets for potential future orders?

We only import the number of units that are requested per the submitted HLA Matched Platelet request form. If you anticipate your patient potentially needing additional units, consider ordering multiple units with your request.

I am unable to submit my order in BloodHub, why?

Here are some troubleshooting ideas to follow if you are unable to submit your order:

- Ensure you are using Chrome web browser.
- Ensure information has been entered in all required fields. After all required fields are completed, select the "Next" button to advance to the next screen
- Refresh the screen

What do I do if I cannot access BloodHub?

Please contact BloodHub technical support at support@bloodhub.com.

In the case of emergency, orders may also be phoned to our Distribution department by calling 816-968-4015.





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What do I do if I cannot access the Antibody Registry?

To gain access to the Antibody Registry, please contact AntibodyRegistry@cbckc.org.

If unable to wait for assistance from the Site Administrator, please contact our laboratory at 816-968-4053 and we will check the Antibody Registry for you.

Who can answer my questions in regards to genotype testing services?

Please contact the National Center for Blood Group Genomics at 913-574-0100 or toll-free at 844-NAT-GENO (844-628-4366).

