

Blood Savers

your partners in cell salvage

CUSTOMER INFORMATION

Blood Savers provides an intra-operative and/or post-operative cell salvage service to hospitals that have agreed to a technical service level agreement. This document outlines the responsibilities of both parties.

Blood Savers Operators will:

- Telephone the hospital contact the evening before the planned procedure to confirm all details.
- Ensure that all relevant equipment and disposables have been delivered to the hospital
- Ensure that the disposables needed for the sterile field are available at set-up of the theatre
- Introduce themselves to the nurse-in-charge, the anaesthetist and the surgeon
- Behave in a professional and appropriate manner at all times
- Ask the relevant theatre staff to prepare the anticoagulant (as required) and provide all fluids needed for the procedure
- Set-up and operate the Cell Saver® for the procedure
- Keep an accurate record of all aspects of the procedure on the Procedure Worksheet
- Ensure that the anaesthetist is informed of blood collected in the reservoir, processed and reinfused as required
- Inform the anaesthetist if there are any contra-indications or problems with the cell salvage procedure
- Provide Pall LeukoGuard filter, if needed, and give advice on use
- Be able to give advice to the customer on any aspect of cell salvage and Blood Savers service
- Give copy of the Procedure Worksheet to the anaesthetist for filing in the patient notes
- Clean up and dispose of all equipment at the end of the procedure, in line with hospital policy
- Arrange for the collection or storage (as designated by hospital) of the equipment (as required)
- Supply SHOT adverse event forms if required, and report to Blood Savers

Customer responsibilities

The Customer will:

- Identify on the request form, the appropriate contact for the evening before the planned surgery and ensure that the person is available for contact on the phone
- Ensure that all information asked for on the Request Form is given and accurate
- Ensure that any biomedical engineering/electrical tests have been carried out on the Cell Saver® (according to local policy)
- Ensure that a point of contact within the theatre has been identified and that they know the operator. This person will (e.g.)
 - Ensure that all fluids and drugs are available and checked, as needed by the operator
 - Inform the operator of where and how to dispose of contaminated materials during and at the end of the procedure
 - Pass any additional supplies needed into the sterile field e.g. extra suction tubing
- Inform the operator if there are any known contra-indications to cell salvage e.g. the use of topical haemostatic agents, contamination of the surgical field etc.
- Report to SHOT any adverse event
- Inform Blood Savers Customer Service immediately of any urgent problem that needs to be rectified (by telephone on 07860957471)
- Complete the Customer Satisfaction Survey and return to Blood Savers

Blood Savers

aim to give a reliable, efficient and professional service.

If you have any comments or suggestions, please contact Customer Services by e-mail customerservices@bloodsavers.com or by telephone on 07860957471 or by mail to: Ashcroft, Mill Lane, Cranham, GLOS. GU4 8HU