
ACTION REQUIRED**Notice of eProgesa Outage Nov 1-2, 2020- Product and Service Impacts
Customer Letter # 2020-45**

2020-10-23

Dear Colleagues:

Canadian Blood Services will be conducting very important upgrades to our blood management system (eProgesa) that manages, labels and distributes our blood components. We ask that hospitals ensure their inventory is at a level that will minimize the orders required during the scheduled outage in order to ensure the needs of hospitals are met.

What you need to know:

eProgesa is scheduled to be down from approximately 10:00 AM Sunday Nov 1 to 06:00 AM Monday Nov 2 EST. During this time, Canadian Blood Services will be utilizing our approved Manual Contingency processes, which include:

- hospitals requiring blood components from a Canadian Blood Services distribution site will receive a manually completed issue voucher instead of an eProgesa generated packing slip.
Note: For our customers in Manitoba who receive inventory from Laboratory Services, there will be no impact to the current Trace Line process.
- previously phenotyped RBCs will be available using our manual issue process.
- 'special' or transformed components (washed, deglycerolized, irradiated, etc.) will be available, but some may require a manually completed component end label.

What will not be impacted:

- there will be no changes to any customer forms, reports or processes, or components or their associated labels and tags. *Note: The manually completed labels noted above are part of our current manual contingency process.*
- hospitals will follow their normal ordering practices for requesting HLA/HPA matched platelets over a weekend.
- the computer system we use for managing plasma protein product distribution is not impacted.

We also ask that hospitals pay close attention to utilization and inventory management practices leading up to and during the outage. We encourage all hospitals to implement the best practices that were previously communicated in customer letters 2016-06 *Platelet Utilization and*

Inventory Management Best Practices and 2014-14: Rh Negative Red Blood Cell Utilization and Inventory Management Best Practices.

We will provide a final update once we confirm the eProgesa upgrade has been completed. Thank you for your support in enabling us to continue to improve this critically important system.

Please share a copy of this customer letter with healthcare professionals at your hospital who might be interested in this information. This customer letter can also be viewed at www.blood.ca in the "Hospitals Services" section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Prinzen". The signature is stylized with a large, looped "P" and a cursive "Prinzen".

Rick Prinzen
Chief Supply Chain Officer and Vice-President, Donor Relations