



**Canadian  
Blood  
Services**

BLOOD  
PLASMA  
STEM CELLS  
ORGANS  
& TISSUES

1800 Alta Vista Drive  
Ottawa ON  
K1G 4J5  
Canada

## **ACTION REQUIRED**

### Hospital Monitoring of Ig Supply

Customer Letter # 2021-10

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2021-02-08

Dear Colleagues:

As previously communicated in Customer Letter [2020-50](#), Canada is facing challenges related to immunoglobulin (Ig) products and there have been important changes to the national intravenous immunoglobulin (IVIg) share splits. Hospitals have been asked to align with the projected share splits by April 1, 2021 at the latest.

Canadian Blood Services is pleased to announce that regular reports will be distributed to hospitals, which will allow hospitals to monitor their progress toward the target share splits. The reports will arrive by email from your local hospital liaison specialist. The target date for the first report is February 10, 2021. If you have not received a report within a few days of this target, please contact your local hospital liaison specialist to ensure that you are on their distribution list.

The report will include data for all hospitals and drop-down menus will allow users to filter the data by province/territory and by hospital. For users managing Ig supply at multiple locations, multiple hospitals can be selected. A tab labelled "Instructions" will give further information on how to use the spreadsheet. If you require further assistance, please contact your local hospital liaison specialist.

Target share splits have not changed from those reported in Customer Letter 2020-50. However, it is important to understand that share splits will need to change again if targets are not met by April 1, 2021. The most current targets will always be included in the report.

Once again, we thank you for your continued support and collaboration. We recognize the inconvenience and challenges these changes will cause for hospitals, transfusion services, clinicians, nurses and patients, but these steps are necessary to help ensure adequate supply for patients.

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](http://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,

Sylvain Grenier,  
Director, Plasma Protein and Related Products Formulary Program