
ACTION REQUIREDRecall Notification Distribution
Change Customer Letter # 2021-27

2019-05-13

Dear Colleagues:

We are making a process change to how our recall notifications are communicated to our hospital customers.

Canadian Blood Services operates a national blood inventory. Therefore, you may receive blood components which were collected and manufactured at any of our Canadian Blood Services operations sites. To decrease the time to notify a hospital customer of a potential recall, effective 2021-06-14, **you may receive a recall notification from a Canadian Blood Services operations site other than your local operations/distribution site.**

When responding to the recall notice, please note the fax information and return the completed recall notification using the fax number provided (the fax number from which the recall notification was sent). See attached example recall notification with the fax number highlighted.

For example, a red blood cell unit manufactured at our Calgary operations site may be sent to our Brampton operations site, and later distributed to a Toronto area hospital. In the event that a recall is initiated on that red blood cell unit, the Calgary operations site will contact the Toronto area hospital. The hospital must complete and return the recall notification to the Calgary operations site using the provided fax number.

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,

RoseMarie Nielsen
Associate Director, Quality Assurance