



ACTION REQUIRED

**Important Information Regarding Updates to End Label for Double Components
and New Héma-Québec Product Codes**

Customer Letter #2010-24

2010-07-14

Dear Customer:

Pending Health Canada approval, Canadian Blood Services will be introducing the following changes effective October 25, 2010:

Changes to End Label for Double Components:

To improve hospital customer satisfaction, Canadian Blood Services has added an eye-readable product identifier to the end label for double components. This added eye-readable information will identify whether the component is “Container 1” or “Container 2” of the double product.

Please see Attachment 1 for an example of how the eye-readable information will appear on the end label for all double products labelled by Canadian Blood Services. Noting that for some components, due to limited space on the end label, the designation will appear as “CONT” and not “CONTAINER/CONTENANT”. Please see Attachment 2 for a few examples of how the labels will print with the new eye-readable information on the label. Included in the attachment are examples of component labels with CONTAINER1, CONTAINER2, and CONT 1, CONT 2 printed on the label.

New Héma-Québec Component Codes:

Héma-Québec will be implementing various new product codes pending Health Canada approval with a target implementation date in early October, 2010. As Canadian Blood Services could potentially import these products from Héma-Québec and subsequently issue them to our hospital customers, updates will be required for hospital computer systems in preparation for this implementation.

Please see Attachment 3 for the list of applicable Product Codes and Label Text.

Action to be taken:

- Hospitals whose information system **is** ISBT 128 compatible will need to add the new Héma-Québec ISBT 128 product codes to their product tables.
- Hospitals whose information system **is not** ISBT 128 compatible will need to add the new corresponding extended label codabar product codes to their product tables.

This Customer Letter and the enclosures can also be viewed at www.blood.ca in the “Hospitals” section. If you have questions about this Customer Letter, please contact your local CBS Hospital Liaison Specialist.

Sincerely,

Ian Mumford
Chief Operating Officer

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