

HIM.2.4 Respond to Lookback Investigations

Procedure Area: Hospital Inventory Management Procedures (HIM)

Version: 1.1

Purpose

To discard blood components from a donor who tested reactive or repeatedly reactive for a qualifying disease marker on a subsequent donation.

Scope

Customers

Materials

- ✓ Partially completed *Lookback/Discard Notification* form (initiated in **QA.2.8**)
- ✓ *Issue/Complaint Report*, if needed (initiated in **HIM.2.1**)

Procedure Steps

1. Receive the faxed *Lookback/Discard Notification* form.
2. Print your name and then sign and date the form. Keep in mind that by signing the form, you are acknowledging receipt of the *Lookback/Discard Notification* form, including the component information listed on the form.
3. Determine the disposition of the blood component listed in the Component section of the *Lookback/Discard Notification* form, and handle as follows:

In inventory?	Do this
Yes	<ul style="list-style-type: none">• Discard/destroy the component.• Complete an <i>Issue/Complaint Report</i> as detailed in HIM.2.1 for the component.• Fax the <i>Issue/Complaint Report</i> with a copy of the completed <i>Lookback/Discard Notification</i> form to the blood center servicing your facility.
No	Proceed to the next step.

4. Fax the completed *Lookback/Discard Notification* form to the fax number printed at the bottom of the form.
5. You will be notified via certified mail generally within 45 days of the repeatedly reactive test results if the donor's test results were confirmed and recipient notification is required. Contact Quality Assurance using the phone number provided on the *Lookback/Discard Notification* form if you have any questions.

Related Documents

- [HIM.2.1 \(Report an Issue/Complaint\)](#)
- [QA.2.8 \(Perform Lab Review\)](#)

HIM.2.4 Respond to Lookback Investigations

Procedure Area: Hospital Inventory Management Procedures (HIM)

Version: 1.1

Version History

#	Significant Changes	Approved by	Approved	Implemented
1.1	<ul style="list-style-type: none">Changed QA.2.4 references to QA.2.8.Changed contact for customer questions from Medical Office to Quality Assurance.	Dr. Juan Merayo-Rodriguez, Medical Director Dr. Chris Lough, Medical Director Matt Audette, QA Manager CBCC Medical Director	13 Dec 2016	17 Jan 2017
1.0	<ul style="list-style-type: none">Replaced <i>Request for Credit</i> form with <i>Issue/Complaint Report</i>.Added version information. <p>Note: Prior versions of this document may exist; version numbers were applied to policies and procedures beginning in ~Jan. 2015.</p>	Dr. Juan Merayo-Rodriguez, Medical Director Dr. Marek Fried, Medical Director Richard Jones, QA Manager CBCC Medical Director	03 Jun 2015	23 Jun 2015