

Patient instructions for the pickup of blood products for home administration**Mandatory requirements:**

1. Request product required by phone from local laboratory. Your local laboratory is _____.
 - a. Call _____
 - b. All calls to the laboratory must occur during business hours (i.e., Monday through Friday, 8:30 am to 3:00 pm, excluding statutory holidays).
 - c. Place orders in advance of need to ensure the laboratory can order and receive the necessary product. Orders are best placed Monday to Thursday (**Note:** Orders placed on Friday may not be received from the supplier for 11 days).
 - i. For patients in the **bleeding disorders program** requiring urgent product refill (up to 2 weeks of stock), place orders at least 48 hours in advance of need.
 - ii. For patients in the **bleeding disorders program** requesting product stock refills, place orders a minimum of one week in advance of need.
 - iii. For all **other home administration programs**, place orders a minimum of one week in advance of need. Due to inventory limitations, an order received less than one week in advance may initially be given only a two week supply of product requested.
2. A current Home Administration Product Requisition is required, which is kept on file in the lab.
 - a. This requisition is completed and signed by the prescribing physician and is valid for **up to one year**, unless otherwise indicated by physician.
3. Provide Personal Identification of the patient.
 - a. Personal Health Card or equivalent (health number, first and last names) must be presented at pick-up.
 - b. If someone is picking up product on behalf of a patient, the patient personal health card or equivalent (including health number, first and last name), product type and amount being requested must be presented at pick-up.

Pick-up Procedure

Please notify your local laboratory a minimum of one hour (but no more than 8 hours) in advance on the date of actual product pick-up. This will allow the technologist time to prepare the product. In the event of pick-up delay or inability to pick-up product on the prearranged date, please notify local laboratory and reschedule.

Routine product pick-up may only occur Monday to Friday between 8:30 am to 3:00 pm, excluding statutory holidays. Outside of these hours the laboratory may not be staffed. Routine product preparation and release will not occur during evening, nights or weekends.