

# Hospital Guide: Flow process for leaking RBC or PLT

Can you discard pack/s on site?

Yes

Take photo of damaged component

Complete **FRM547** include donation numbers of any contaminated units

Discard leaking/contaminated units

Email completed **FRM547** and photo to Customer Services inbox or your local CSM

No

Contact Hospital Services (HS)

Single unit

Whole transport box

HS will arrange a bio bottle to be sent

Secure box and mark for the attention of HS

Return bio bottle with **FRM547** or whole box on next routine round

Submit replacement order on OBOS, discuss with HS if order is urgent

Submit credit request