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**Core operating hours are Monday to Friday 08.00 – 17:30 hours  
(excluding Bank Holidays).**

**Orders for planned transfusions for weekends must be placed during these hours.**

## **How to make requests during core hours**

### **New requests for Human Leukocyte Antigen (HLA) selected platelets**

First, phone the H&I laboratory, and discuss your request.  
An order form (FRM 558) will be emailed to the hospital by the H&I laboratory. The completed order form should be emailed back to the H&I laboratory within core laboratory hours.

### **Second and subsequent orders**

For named patients who have previously received HLA/HPA selected platelets, please use OBOS (online blood ordering system) to place orders

### **Order in advance for planned procedures**

To ensure the best matched product is provided for patients, order at least 24 hours in advance of the required delivery time, Monday to Friday.

### **Providing 24 hours' notice means we can:**

- Select the best available HLA/HPA matched platelet from stock held anywhere in the country.
- Transport the product to your hospital on routine deliveries to keep cost to a minimum.

### **Providing less than 24 hours' notice may result in:**

- A less well-matched unit for the patient because it is from local stock.
- Incur an ad-hoc delivery charge.

## **How to make emergency requests outside of core hours**

**Monday – Friday 17:30 - 23:00** - All HLA orders will be processed through the on-call scientist.

### **Weekends and bank holidays 08:00 - 08:00**

During the hours of **23:00 – 08:00**: Orders MUST be followed up by a call from the Hospital clinical team to H&I Consultant Clinical Scientist via local hospital services. In an emergency finding a suitable unit for patients from local stock may not be possible. The Consultant Clinical Scientist will assess the situation and decide if selected platelets can be provided in a timely way. In this situation the Consultant will provide clinical advice in discussion with the treating clinician.

We process emergency requests made overnight the next working day and send as an ad-hoc delivery. We will endeavour to get your order to you as soon as possible but ask that you allow a minimum of 8 hours to reflect adjusted delivery time to you.

## **Review the necessity for CMV negative, ABO or RhD matched platelets**

If a CMV negative, ABO or RhD group matched platelet is requested for a patient, it will reduce the pool of donations available for HLA matching by more than 50%.  
In many cases this will result in a less well HLA matched component being supplied.

## **Contact**

Email: [HLAMatchedPlatelets@nhsbt.nhs.uk](mailto:HLAMatchedPlatelets@nhsbt.nhs.uk) or [NHSBT.Plateletdesk@nhs.net](mailto:NHSBT.Plateletdesk@nhs.net)

Telephone: 020 895 72814

Fax: 020 895 72973

Please note faxing is available as a contingency method of contact

## **For further information please refer to:**

The H&I user guide at <https://hospital.blood.co.uk/diagnostic-services/user-guides/>

The OBOS user guide at <https://hospital.blood.co.uk/commercial-and-customer-service/obos/>