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**Core operating hours are Monday to Friday 09.00 – 17:00 hours  
(excluding Bank Holidays).**

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

### How to make requests during core hours

**All** requests for HLA selected platelets should be ordered using OBOS, including requests for patients receiving selected platelets for the first time i.e. *first requests for new patients*.

For new patients, please select the "1<sup>st</sup> Time Order" prompt and complete the clinical details.

For patients who have previously received HLA selected platelets, please order using OBOS by selecting "Order for Known Patient".

Further details are provided in the OBOS user guide (page 30-34). If you are unsure, please contact the Platelet Desk via the contact details below.

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

### **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 including weekends and bank holidays**

**All** requests for HLA selected platelets should be ordered using OBOS, including requests for patients receiving selected platelets for the first time i.e. *first requests for new patients*.

### **Monday – Friday 17:00 - 23:00**

Orders placed up to **23:00** will be processed by the H&I scientist however, emergency requests made overnight are processed the next working day and sent 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.

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.

## 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

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/>