



Completing the Problem Report Form

Purpose The purpose of this procedure is to explain the use and completion of the Problem Report Form.

Use of Form The Problem Report Form is to be used by customers to report problems with blood, blood products and supplies.

Procedure to Complete Form Use the following steps to complete the Problem Report Form:

Step	Action						
1	Document the facility reporting the problem using the full facility name.						
2	Document the Component or supply the report is referring to.						
3	Unit number documentation: <table border="1" data-bbox="548 1186 1430 1417"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Applicable</td> <td>Document the unit number and proceed to step 7.</td> </tr> <tr> <td>Not Applicable</td> <td>Proceed to step 7.</td> </tr> </tbody> </table>	If...	Then...	Applicable	Document the unit number and proceed to step 7.	Not Applicable	Proceed to step 7.
If...	Then...						
Applicable	Document the unit number and proceed to step 7.						
Not Applicable	Proceed to step 7.						
4	Document the day that the component or supply was received.						
5	Document if LifeServe was notified by checking Yes or No.						
6	Document the name of the LifeServe employee the problem was reported to (if applicable).						
7	Document the Date and Time report was made to LifeServe Blood Center (if applicable).						
8	Document what errors or problems were discovered by checking the appropriate box.						

		Note: Check all applicable boxes.
	9	Document any comments or corrective actions taken. Note: if reporting a problem with a blood component, document if any of the component was transfused.
	10	Document the name of the hospital employee completing this form.
	11	Document the date the products were returned to LifeServe Blood Center (if applicable).
	12	<p>This form can be faxed to:</p> <ul style="list-style-type: none"> 1- 515-288-4683 for products being returned to Des Moines Product Management. 2- 712-943-1418 for products being returned to Sioux City Product Management. 3- 515-309-4969 for products being returned to Omaha Product Management. 4- 641-424-4190 for products being returned to Mason City Product Management. 5- 319-433-0464 for products being returned to Waterloo Product Management. <p>Or shipped back with the component or supply.</p>