

New York Blood Center

Date: March 1, 2011

RE: Response to Emergency Situations

Dear Hospital Customer:

This letter is provided to you annually to outline details concerning NYBC's emergency planning and to provide you with our communication information.

In a disaster or in an emergency situation, it is NYBC's intention to conduct business as usual to the greatest extent possible. However, there may be circumstances which will require us to implement emergency procedures including modified shipping schedules.

To assist us in effectively meeting your medical needs for blood and blood products during the emergency, NYBC may require certain information from you. This information includes, but may not be limited to, an estimate of your available inventory of O+ and O- red blood cells and if the situation warrants, the total number of actual or expected casualties which you may see at your institution.

It is our objective to meet your patient's needs by working with our existing inventory and, if necessary, by obtaining additional products through established industry and government sources.

During emergencies, **you should first attempt to communicate your blood needs to us through regular channels**. If normal communications links fail, we will activate emergency numbers in our Hospital Services Departments (see Table below). An alternative method for contacting the Hospital Services departments is the use of the e-mail addresses also found in the Table. If your hospital uses OrderTrak to place orders with NYBC, you can continue use this method, provided internet access is available.

Distribution Center	Telephone	Cell Phone	AOL Account
Long Island City	(718) 752-4700 (718) 937-4627	(646) 529-1440	nybcops1@aol.com
Long Island (Westbury)	(516) 478-5150 (516) 338-4753	(646) 624-7145	nybcops2@aol.com
New Jersey (New Brunswick)	(732) 247-0815 (732) 220-7132	(646) 372-3558	nybcops3@aol.com
Hudson Valley (Elmsford)	(914) 784-4650 (914) 592-0327	(646) 372-3272	nybcops4@aol.com
Clinical Services	(914) 784-4565 (914) 946-5862	(646) 624-7162	nybcops5@aol.com

If you have any questions, do not hesitate to contact me at (212) 835-1757 or your regional Medical Director.

Sincerely,



Beth Shaz, MD
Chief Medical Officer