

## URGENCY LEVELS FOR CROSSMATCH REQUESTS

	Category	Clinical Situation (examples)	Phone Call	Agreed Response Time *
1	<b><u>Emergency</u></b> Please don't abuse- use only for genuinely urgent samples	Life threatening situations requiring immediate attention day or night. Such as major haemorrhage policy activations	ESSENTIAL Must speak to laboratory staff	Investigated immediately on receipt of sample or request on sample already available in the laboratory Emergency ORhD Negative flyers available immediately  Uncrossmatched group specific units within 15 minutes  Full crossmatched units within 1 hour
2	<b><u>Urgent</u></b>	Urgent pre-op, Post-op bleeds where observations are stable.	ESSENTIAL Must speak to laboratory staff	Investigated at first available opportunity Within 2 hours(max) of sample receipt
3	<b><u>Routine</u></b>	Patient stable but unwell, Top-up on ill patients, stable post op patients.	NON-ESSENTIAL	Investigated at first available opportunity Within 4 hours of sample receipt
4	<b><u>Elective</u></b>	Planned top-ups, deteriorating haemoglobin, pre-operative	NON-ESSENTIAL	Processed at suitable opportunity. Every attempt will be made to ensure unit(s) are provided for stated transfusion date. For pre-operative requests the transfusion request form used <b>MUST</b> reflect the location where the surgery will take place so that blood is available on the correct site.