### Purpose
To return components for inventory rotation (e.g., outdate return, short-date exchange, etc.).

### Scope
Customers

### Materials
- Computer workstation
- HemaControl
- Hospital Return form, if applicable

### Procedure Notes
- The following will not be accepted for credit (this list is not all inclusive):
  - Autologous components
  - Components not stored at the appropriate temperature
  - Components from facilities that are not accredited as approved
  - Components that have been altered by a hospital (apheresis bags combined, irradiation, aliquot, conversion, etc.)
  - Components that were not returned when requested
  - Directed Donations
- Outdated components must be returned before credit is issued. Do not dispose of outdated components at your facility.
- Refer to your blood services agreement for specific details related to returns and credits.

### Procedure Steps
Follow sub-procedures that applies to your workflow in order to return components for normal inventory rotation:
- Return components via HemaControl according to **1.2.1, Return Components via HemaControl**.
- For units that will not return in HemaControl, return components via Hospital Return form according to **1.2.2, Return Components via Hospital Return Form**.

#### 1.2.1, Return Components via HemaControl

1. Log onto HemaControl.
2. Select **Return Blood**.
3. Select **Return** as the **Type** and choose the **Reason** for the return.
   - **Note**
     - If there are multiple reasons for a return, you must do separate return orders.
4. Scan or enter the unit number and product code.
5. Select **Add**.
6. Select **Review Return**.
7. Select **Return Blood**.
8. Print a copy to send with the units.

### 1.2.2, Return Components via Hospital Return Form

For units that will not return in HemaControl:

1. Complete a *Hospital Return* form as follows:
   a. Record the following in the Facility Information section of the form:
      - Name of your facility
      - Facility’s phone number
      - Your name
      - Date completed
   b. Record the following in the Component Information section of the form:
      - DIN of each component being returned; include the check digit
      - Product class of each component; note that you should use the standard product class names from the form.
      - Expiration date of each component
      - Blood type of each component
      - Return reason for each component; note that you should use the standard return reasons from the form.
   c. Sign the form in the **Consignee Signature** field to verify that the components were maintained at the appropriate storage temperature.

⚠️ **Note**

*The return will not be accepted if the **Consignee Signature** field is not signed.*

2. Fax the completed *Hospital Return* form to the region that serves your facility and contact them to receive the order number to record on the *Hospital Return* form and to arrange for the return of the components.

3. Make a copy of the *Hospital Return* form to retain for your records and enclose the original with the components.
## HIM.1.2 Return Components for Normal Inventory Rotation

**Procedure Area:** Hospital Inventory Management Procedures (HIM)  
**Version:** 2.0

### Version History

<table>
<thead>
<tr>
<th>#</th>
<th>Significant Changes</th>
<th>Approved by</th>
<th>Approved</th>
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| 2.0 | Split the procedure into two sub-procedures for using HemaControl or a paper form for returns. | Dr. Juan Merayo, Medical Director  
Dr. Chris Lough, VP of Medical Services  
Lori Masingil, VP of Quality | 08 Mar 2024 | 26 Mar 2024 |
| 1.0 | • Added Directed Donations to the list of components that will not be accepted for credit.  
• Added version information.  

**Note:** Prior versions of this document may exist; version numbers were applied to policies and procedures beginning in ~Jan. 2015. | Dr. Juan Merayo, Medical Director  
Dr. Chris Lough, VP of Medical Services  
Lori Masingil, VP of Quality | 29 May 2019 | 18 Jun 2019 |