



Rights and Expectations of Blood Donors


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What a Blood Donor Expects



NOTHING



Blood Transfusion Services expects
that
all Donors who come to give blood
should be treated AT PAR whether
they are

Good or Bad

Rich or Poor

Male or Female

Known or Unknown

All Donors Expects that they must
be given High Standard of Care and
their experience on every Donation

is

Safe

Pleasant

Valuable

Remarkable

HANDLING OF DONORS

- V.V.I.P treatment for all donors
 - Ensure proper selection
 - Helps for retention of donors
 - To ensure Blood safety
 - Donor may become an ambassador
 - Standard operating procedure
 - As per the NACO guidelines
 - Responsibility /duty of blood bank
- Protect the health of the donors

HANDLE WITH CARE

- Blood Bank Personnel should be pleasant looking with smiling face and experts in public relation and in handling the donors.
- Medical officer / para medical /social workers involved in this movement must be sincere, dedicated, capable, soft and bold enough in their approach

COUNSELLING

- Counseling is nothing but giving professional help and advice to any body in any area where they are struggling.

PRE-DONATION COUNSELLING

- Pre- donation counseling is required for the new donors in order to make them understand about their eligibility to donate blood without any problem.

PRE-DONATION COUNSELING HAS TO BE DONE:

- A. When motivating the people.
- B. When the donor hesitates to donate blood.
- C. When the donor is unfit to donate blood.
- D. For the first time donors.
- E. For mobilising Apheresis donors
- F. At the time of donation.

RESPONSIBILITY OF DONORS

- ✓ Read pre-donation materials
- ✓ Clear the doubts with Medical Officer
- ✓ Disclose Facts
- ✓ Acknowledge and Consent in writing
- ✓ Identification of correct vein
- ✓ Ensure disposable sets are used
- ✓ Avoid showing urgency during donation
- ✓ Undertaking unusual activities
- ✓ Not following post donation instructions.
- ✓ Over enthusiasm in next donation

DONATION WITHOUT EXPECTATION - WHEN

- **WARM**
- **PROPER**
- **CORRECT**
- **DOUBT**
- **EFFECTIVE**
- **COMFORTABLE**
- **CARE AFTER**
- **FOLLOW UP**

RECEPTION
DIRECTION
REGISTRATION
CLARIFICATION
SELECTION
DONATION
POST DONATION
ACTION

Right to know

- Knowledge about blood
- Blood Transfusion Service
- Basic Blood Science
- Blood Circulation System
- Blood Volume
- Recuperation Period
- Blood Groups & its inheritance

Right to know

- Principles of Donor Selection
- Blood need of the state and region
- Demand and supply of blood
- Self exclusion
- High / Low Risk Behaviours
- HIV status report
Serology report

Right to know

- Level of Hemoglobin
- Type of Blood Bag (single / double/ triple)
- Quantity of Blood drawn
- Aphaeresis donation
- Whether the donated blood is utilized or not. If discarded, then reasons for discard.
- Cost of blood

Rights – when deferred

- Permanent deferral
- Temporary deferral
- Reasons for deferral
- Severity or Seriousness of deferral
- When can donate again
- Written explanation may be given

Consumer Protection Act

- Right to Safety
- Right to be Informed
- Right to Choose
- Right to be Heard
- Right to consumer education



WHAT IS REQUIRED

ACTION
WITHOUT RE-ACTION
WITH
INTERACTION
NO
EXPECTATION

Expectations

- Painless bleeding
- Clean and Hygienic environment
- Blood Group Cards
- Certificate of Appreciation
- Recognition and Awards

Transparency of Blood Transfusion service

POST DONATION COUNSELLING

- In general, after the blood donation counseling is not required to all donors.
- Donors will be provided band aid on the spot of bleeding, good refreshments, thanks card and certificate of donation.
- After few days blood group card with letter of appreciation.
- If this is not done properly with care then counseling is required.

AREAS OF NEGLIGENCE

- Insufficient information
- Wrong information
- Improper BP apparatus
- Testing for hemoglobin
- Double puncture
- Not attending the donor
- Using Tourniquet
- Disproportionate blood collection

AREAS OF NEGLIGENCE

- Using correct blood bag
 - Numbering the bags
 - Rushing for next donor
 - Unsuitable refreshments
 - No follow up
 - Blood grouping
 - Treating the known / unknown donors
- Open medical check up

IMPORTANT POINTS

- Safe environment
- Neatness of personnel
- Proper record keeping
- Donor couch or cot
- Polite behaviour
- Female doctors / technicians
- Chatting with other staff

IMPORTANT POINTS – contd..


- Ignoring donors
- Donors – handling blood bags
- Sequential Camp arrangements
- Blood bank team – a difference
- Failure to thank donors
- Guiding the donors at times of their blood need

CARE

- C ourtesy
- A ttention
- R etention
- E nsured

CONCLUSION

- # Every blood bank team should prepare their own guidelines on the line of standard operating procedures on all aspects of the care of donors .
- # Donor must be given utmost care throughout the donation process.
- # Pre and post donation care and counseling has to be done for all the needy donors in a professional way.



WHAT IS REQUIRED
EXPECTATIONS
NOTHING
BUT
SATISFACTION

TOGETHER WE CAN ACHIEVE

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Thank You

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