



FACILITATION OF TRANSPLANT •

ERICA RIPKEN, *Team Lead, Case Management*

For Erica and her team, serving the needs of transplant centers means being available at every step of the way.

“I want my TCs to know they can depend on me to help them get resources and services they need to ensure the safe and timely delivery of cells,” she says.

That help can take many forms, according to Erica, including having a Case Manager on call 24 hours a day, every day, so that you can always get the answers you and your patients depend on.

It can also mean emergency coordination of logistics. Case in point: When an apheresis center called after hours for an unexpected second day collection, Erica quickly connected with our medical directors and the transplant center to understand the request and determine next steps. Working with the donor center and our logistics team, by the next morning the donor had agreed to donate and everything was in place to collect and transport the product.

Your case manager is here to help you at every step. Turn this sheet over to learn about the many ways our facilitation services and expertise can help your center.

— Erica has been helping to facilitate transplants since 2008



FACILITATION OF TRANSPLANT

Your patients rely on you to deliver a successful transplant. You can rely on our expertise in logistics and regulations to ensure the safe delivery of the life-saving cells you need, from anywhere in the world.

We can help...

By providing a single Case Manager, backed by a team of experts

- Your **Case Manager** is your day-to-day partner — understanding your center's unique processes, protocols and patients. To support you at every step, your Case Manager reviews all active patient cases at regular intervals to recognize barriers, communicate updates and recommend solutions.
- While you have one point of contact, your Case Manager has a **team of people** working on your behalf. An immunogenetic specialist to assist with a challenging search. A doctor to resolve a last-minute donor issue. An after-hours travel agent to reroute a courier. A search advocate to monitor searches and help resolve open requests.

By giving you a consistent experience when accessing donors from around the world

- Your best match can be from anywhere in the world. **Our long-standing relationships** with the more than 40 international registries means you don't have to figure out the process for each one.
- We've navigated **international regulations and customs**, so you don't have to. We can ensure the smooth and timely transport of stem cells across international borders.
- We have strong relationships with regulatory and accrediting bodies that help to inform rigorous **qualification standards and processes** required of our Network partners.

By quickly responding to resolve unexpected situations

- Our experts in **contingency planning** have procedures in place to operate 24 hours/day 365 days/year. When a situation arises, such as a natural disaster, our emergency response team works with the world's authorities to get the cells safely to your patient.

OUR COMMITMENT TO RESEARCH IN THE AREA OF FACILITATION:

We have an obligation to the field of transplant to take on efforts that are too large for Network partners to face alone. With our research program, CIBMTR, we've led efforts to prepare for FDA licensure of cord blood units and ensure continued access to cord blood through an IND protocol, as well as to answer the question of outcomes between PBSC and marrow, and more.



Learn about the many ways we ensure facilitation and delivery of cells at:
Network.BeTheMatchClinical.org/facilitation