

Canine Cross Match Service Guide



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What is a cross match?

A cross match is a compatibility test between donor and patient blood. It helps ensure the safest possible transfusion by identifying whether a patient's blood is compatible with the blood units available from Pet Blood Bank.

Cross matching is recommended before every transfusion, even if the patient has been typed, as it helps identify any existing or developing antibodies that may cause a reaction. Cross matching is mandatory for all dogs that have received red blood cell or whole blood transfusions more than 4 days ago, have an unknown transfusion history, or have previously reacted to a transfusion.

Pet Blood Bank offers two Cross Match Services – Practice-Led or externally through IDEXX Laboratories.

Recommended blood types to be used for cross matching

Recipient Blood Type	Donor Blood Type	Example Scenario
DEA 1 Negative	DEA 1 Negative	PBB sends 6 DEA 1 Negative aliquots for testing
DEA 1 Positive	DEA 1 Positive	PBB sends 6 DEA 1 Positive aliquots for testing
Blood type unknown	N/A	PBB sends 3 DEA 1 Negative aliquots and 3 DEA 1 Positive aliquots for testing

Which service is best for me?

Service	Where It's Performed	Turnaround Time	When to Use
Practice-Led (aliquots +/- units sent)	Performed at your practice using Pet Blood Bank-supplied aliquots and consumables	Same day	When a transfusion is time critical and results are needed urgently. Out of hours support is available for urgent Practice-Led cross matches only.
IDEXX	Performed by IDEXX Laboratories	Results next working day PM.	When the case is non-urgent and there is time to send samples for testing

How do I request a cross match?

When requesting a cross match, ensure you supply the DEA 1 status of the patient, if known.

For Practice-Led Cross Matches, phone Pet Blood Bank on 01509 232 222. Our Customer Service Department will guide you through the process.

For IDEXX Cross Matches, you can either call Pet Blood Bank directly, or:

1. Complete [FRM/TES/03](#) with the patient's details and the preferred email address for the results
2. Collect 0.5ml EDTA and 3 tubes of separated serum (1.5ml) from your patient
3. Call Pet Blood Bank before 4pm on the day you plan to send your samples with your patient's details so donor aliquots can be prepared for dispatch

4. Call IDEXX to inform them you are sending a cross match request
5. Send the recipient blood samples and form directly to IDEXX – the address is stated on the form you will complete
 - a. Send your samples using an IDEXX drop box, if available, or using a guaranteed before 9am next day courier service
 - b. Mark on the envelope in large letters 'urgent cross match sample' and highlight this with a highlighter pen to help the IDEXX team identify the package as soon as it arrives
6. Pet Blood Bank will prepare and dispatch aliquots to IDEXX

Please note the IDEXX service is only available to book Monday to Friday.

What will Pet Blood Bank do?

Pet Blood Bank will send aliquots of blood from multiple blood units either to your practice for Practice-Led testing, or to IDEXX.

For urgent cases, aliquots can be sent with their corresponding blood units for Practice-Led Cross Matches. This means if you find any compatible units, you do not need to wait for delivery of them.

If you receive aliquots sent with their corresponding blood units, it is vital that you **only open the boxes of the units you will be keeping**. Pet Blood Bank cannot accept returns of blood unit boxes that have been opened. Boxes are supplied with a visual reminder label to support this.

How do I know if a unit is compatible?

If you used the IDEXX service, IDEXX will send a report to the email address you originally provided. The results are presented in PDF format and generally will be in a similar format to other external laboratory results. The haematology and blood film results will appear first, followed by the cross match results.

The result will appear for each unit in turn, identified using their D number, with the compatible units appearing first followed by any incompatible units. However, be aware that due to the format of the results generated by the automated analyser, a page break may separate the results, so ensure you scroll to the end of the document received.

Where there are no compatible units at all, the degree of incompatibility will be reported against each unit. The units are ordered with the **least incompatible unit first** to the most incompatible unit last and may also be separated by a page break.

If you used the Practice-Led service, Pet Blood Bank will have sent cross match kits with your order which will have their own instructions.

How do I order compatible units?

If you used the IDEXX service or only received aliquots for the Practice-Led service, you can order compatible units using the [online form](#), ensuring all unit IDs are entered accurately.

Alternatively, you can call Pet Blood Bank directly on 01509 232 222 where our Customer Service Department will guide you through the process.

If you used the Practice-Led service and received aliquots with their corresponding blood units, you simply keep any units you wish to be charged for and return all other unopened boxes with the courier.

If you have received aliquots sent with their corresponding blood units, it is vital that you **only open the boxes of the units you will be keeping**. Pet Blood Bank cannot accept returns of blood unit boxes that have been opened. Boxes are supplied with a visual reminder label to support this.

What are the delivery options?

When sending aliquots to IDEXX, Pet Blood Bank will usually use our IDEXX drop box. Alternatively, we can send our aliquots using an overnight or same-day service.

When sending aliquots to your practice, Pet Blood Bank can use an overnight or same-day service.

When sending aliquots and their corresponding blood units, Pet Blood Bank will only use a same-day courier who offers a wait-and-return service. The courier will bring the aliquots and units to your practice, wait whilst you conduct the cross matches, and then return to Pet Blood Bank with the unopened, non-compatible/unrequired units and any unopened consumable products you do not wish to keep.

When ordering compatible units, Pet Blood Bank would advise units to be sent using a same-day courier. You may opt to use an overnight service; however, Pet Blood Bank cannot guarantee delivery. If the compatible unit is delayed and rendered unusable, or lost when opting for an overnight delivery, you may have to pay for another cross match to be conducted.

Any time an order is placed to use an overnight courier service, the order needs to have been received by Pet Blood Bank before 3pm for same day dispatch. The cost of different delivery methods can be found on our price list, or please ask a member of our Customer Service Department for more details.

Frequently asked questions (FAQs)

What if no compatible units are found?

You can contact us during business hours on **01509 232 222**. We can conduct further cross matches or refer you to our advice service offered by the Royal Veterinary College. Alternatively, you can seek advice from your local referral centre.

Can I return unused products?

Unopened consumables and unopened incompatible units may be returned within 24 hours of receipt, provided packaging has not been breached.

What if I no longer need the cross match?

Please notify Pet Blood Bank as soon as possible to cancel the request and avoid unnecessary dispatch.