

You're here to serve patients... we're here to serve you.

When you've scheduled surgeries, the last thing you want to worry about is whether or not transfusion units are available. You want quality blood components to be there when and how you need them, so you can provide the utmost in patient care.

And should a problem arise, you want someone to solve the issue, not complicate it.

The Blood Bank of San Bernardino and Riverside Counties' **Hospital Relations Team** understands. From product management to delivery and follow-up, the Hospital Relations Team serves as your representative, ensuring your needs and views are kept at the forefront of the work we do.

The team carefully tracks, monitors and documents all feedback and issues to continually improve performance and better serve you. Inventory is carefully monitored and managed to ensure a safe, reliable blood supply. Service is customized to meet your specific needs. Expert help is available 24/7 and is just a phone call away.

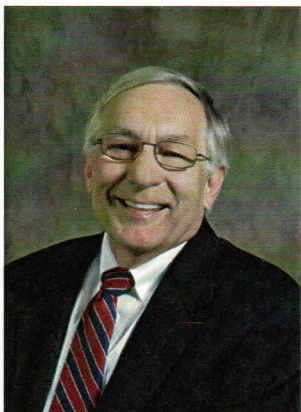


Meet the Team

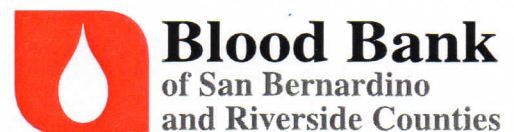


Team leader **Bob Albee** brings 35 years of blood banking experience to his role as Vice President, Business Development. Working with your senior management, Bob carefully oversees all aspects of hospital relations and takes a proactive approach, often anticipating and responding to issues *before* they become a problem.

John Traubert, who has served for seven years as your hospital relations representative, supports the team by spearheading the implementation of the Order Assist program—a Web-based software that allows customers to place orders and view order status online. You'll also find John in Donor Relations, working to ensure that donor needs are met and opportunities for participation are broadened to increase the available blood supply.



Dennis Raettig, MT (ASCP) SBB, Hospital Services Manager, has 20 years experience in blood banking and spent much of his career in a hospital environment. Working with your lab and other hospital personnel, Dennis serves as your main liaison, helping with technical issues, daily service needs and transitions such as implementing ISBT labeling.



Serving your community since 1951