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**INFORMATION ONLY**

Two New Forms to Replace the Special Request Order Form  
Customer Letter # 2025-10

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2025-04-07

Dear Colleagues:

To enhance clarity and improve the ordering experience, Canadian Blood Services has separated the Special Request Order Form into two distinct forms. These two forms will now be:

- The Special Red Blood Cell Order Form – Similar to the current form, this version includes options for selecting antigen-negative red cells and other special requests such as CMV-negative and extra-washed units.
- The Special Plasma and Platelet Order Form – For ordering non-standard components, including non-psoralen treated platelets and IgA-deficient plasma.

The updated forms will be available on [blood.ca](http://blood.ca) starting June 16, 2025.

Please share this update with relevant healthcare professionals at your hospital.

This customer letter can also be viewed at [www.blood.ca](http://www.blood.ca) in the “Hospital Services” section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

Wanda Lefresne  
Director, Process Management