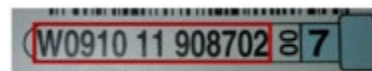
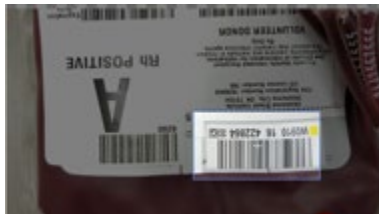


Thank-The-Donor™ Program



Frequently Asked Questions – For Hospital Staff

- **What is Thank the Donor?** The Thank the Donor program is a tool that allows blood product recipients, their family, or friends to send one-way, anonymous, thank you messages to the actual person or persons who donated the blood products received.
- **How does it work?** Using Thank the Donor is easy. Just follow four simple steps:
 1. Record the Unit Number located on the bag of red cells or platelets:



2. Go to the website <https://thankthedonor.org>
 3. Follow the instructions on the website
 4. Send your message of thanks
- **What is a Unit Number?** Every bag of blood or platelets product a hospital receives has a Unit Number (also known as a Donor Identification Number). The Unit Number is a federally-required label that allows hospitals and blood banks to know exactly where a blood donation came from. It is a 13-digit code that contains no other identifying donor information. **NOTE:** While Bloodworks Northwest is our hospital's primary blood supplier, the blood you received may have come from a different blood bank. All Bloodworks Northwest Unit Numbers start with one of two sets of 5-digits – **W1416** or **W1375**. Bloodworks Northwest can only forward thank you messages to donor who gave at Bloodworks Northwest.



- **How is the Unit Number used?** Using the Unit Number, our blood supplier – Bloodworks Northwest – can identify the person or persons who donated the blood products we used to help you and anonymously forward your message of thanks to them.
- **Do I have to send a thank email to my blood donor?** No. Thank the Donor is an entirely voluntary program. It is simply a way to say thank you if that is something you would like to do.
- **If I received multiple units of blood or platelets can I thank multiple donors?** Yes. If you received multiple units of blood and have the Unit Numbers, you can enter multiple Unit Numbers numbers on the Thank the Donor website and your thank you email will be delivered separately to each individual who donated the blood products you received.
- **Will any of my personal information be shared with the person who donated the blood I received?** No. Federal Privacy Laws prevent our hospital and Bloodworks Northwest from sharing any distinct identifying information about either blood recipients or blood donors. Your thank you message will go directly to Bloodworks Northwest. Their staff uses a secure database to identify the blood donor and their email address, and then they forward your message anonymously to the donor. The email the donor receives will not include your email address.
- **If I am the friend or relative of someone who received blood, can I send a thank you email to the blood donor?** Yes. By going to <https://thankthedonor.org>, following the instructions, and including the Donor Identification Number on the bag of blood products used to help your friend or relative, you can send a one-way, anonymous message to the donor.
- **Can I contact the person who donated the blood I received?** No. Federal Privacy Laws prevent our hospital and Bloodworks Northwest from sharing contact information between patients and blood donors.
- **Can the person who donated the blood contact me?** No. Federal Privacy Laws prevent our hospital and Bloodworks Northwest from sharing contact information between blood donors and patients.
- **Who invented the Thank the Donor program?** The Thank the Donor program was created by the Oklahoma Blood Institute based in Oklahoma City. They license its use to other blood centers like Bloodworks Northwest.
- **When did Bloodworks start sending messages from blood recipients to blood donors?** Bloodworks launched the Thank the Donor program in May 2019.

FOR HOSPITAL STAFF: If you encounter a question that is not on this document, please send that question to the following contact at Bloodworks Northwest. An answer will be sent to you ASAP, and this document will be updated.

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