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National Orthopaedic Hospital Cappagh, Finglas, Dublin 11.		TERMS AND CONDITIONS OF SUPPLY

Issuing Bank: Cappagh ☐ Phone-01-8341211./ 8140 337 Croom ☐ Phone: 061 -397 276/ 061 485 478
Navan ☐ Phone: 046-9021210/ 046 907 8557. Director-Prof. J. Conor O’Keane. FRCPI., FFPath., RCPI.
Note: Supply of Bone Graft is conditional on the acceptance of the terms and conditions of Supply.

TERMS AND CONDITIONS OF SUPPLY

- To supply tissue from the Bone Bank there must be a signed, current SLA, in place with the end user facility.
- Each graft must be used for a single **Named Recipient only**.
- The Bone Bank accepts no responsibility for tissue not implanted on the pre-arranged date for a specified recipient.
- Tissue once thawed / defrosted must not be re-frozen. It must be used or discarded within 24 hours of thawing.
- Do not use if the container or seal has been compromised on receipt. Contact the appropriate Bone Bank Office above.
- Once the container seal has been compromised, the bone shall be either implanted, if appropriate, or discarded.
- Any unused bone must be discarded and a record of such returned to the bone bank.
- The bone may not be sterilised or re-sterilised.
- The Bone Bank requires that persons using this graft comply with the Terms and Conditions of Supply.
- Although detailed and repeated donor infectious disease screening has been performed (see recipient sheet attached) this graft may transmit infectious agent as yet undetermined. This would also include a theoretical risk of Creutzfeldt-Jacob Disease (CJD).
- PLEASE NOTE-Failure to return relevant data as requested may be in contravention of Directive 2004 /23/EC and jeopardise further supplies of bone from this Bone Bank
- Allograft products distributed via Cappagh Bone Bank can be returned subject to conditional acceptance criteria.

THE USER AGREES

- To store the tissue at the appropriate temperature- see below.
- Document the end-user and recipient of each tissue graft and date of implantation or discard if appropriate
- Return a fully completed copy of the Recipient Data Sheet supplied with each tissue graft to the Bone Bank.
- Retain a Theatre central log of all tissue implanted- noting Recipient, Surgeon and date of implantation.
- Record in the recipient’s hospital notes the tissue graft identifier, or apply a supplied tissue graft label.
- Contact the appropriate Bone Bank Office with any queries or issues, and immediately in the event of any Near Miss, Error or Non-Conformance relating to the tissue graft or its application.
- Supplied fresh frozen femoral heads which are un-opened, sealed and intact maybe acceptable for return to Bone Bank for inspection. It must be returned within 48hours, Monday to Friday 08.00hrs and 13.00hrs. Acceptance back to the Bank is conditional and is evaluated when graft is received back by the Bank.
- The user agrees to pay charges levied for the provision of tissue graft- used or returned- as detailed in the SLA.

FROZEN GRAFTS

Frozen grafts are transported on DRY ICE and should be kept refrigerated at -80oC or kept in the transport box in a clean, dry cool area until tissue grafts are removed for use.

TIME LIMIT OF STORAGE: *BOX UN-OPENED*

This validated transport box will maintain the appropriate issue graft storage temperature for 48hours; see ‘time out of freezer’ in documentation. .

If this time limit has been exceeded, or the box opened for any reason- contact the appropriate bone bank office for further instructions.

Freeze Dried: Store at Ambient room temperature (Low limit 15.0 to high limit 23.0 degrees). Grafts once reconstituted cannot be returned to storage.

Return Policy

Dispatched allograft product can be returned (frozen product within 48 hours) with prior agreement of Bone Bank under the following conditions:

1. The allograft product return must arrive between the office hours of 8am and 1pm Monday to Friday to allow for the tissue graft to be inspected c/o conditional acceptance, returned to the freezer ultracold conditions where applicable completion of required documentation.
2. The transport box must be intact, the seal on the box must be intact and the femoral head must be surrounded by appropriate level of the dry-ice.
3. A €500.00 fee will be applied to all returned product to cover workload required to make tissue available to stock.
4. The return courier charge will be covered by the returning end -user facility.
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