

# STATEMENT ON BLOOD DONOR RIGHTS AND RESPONSIBILITIES

Giving blood to help in the medical care of others merits respect, courtesy, trust, and appreciation. Bloodworks values its blood donors as we could not fulfill our lifesaving mission to our community without the support of blood donors. To ensure that donors and prospective donors have full confidence in the Bloodworks donor program, we state the following rights and responsibilities for all donors.

## Donor Rights

- **Considerate and Respectful Collection and Care:** You have the right to experience high-quality, considerate, and respectful blood collection and care while donating at Bloodworks' facilities and blood collection sites. You also have the right to receive prompt, truthful, and clearly understood answers to questions about the donation process.
- **Quality Donation Standards:** You have the right to be assured that Bloodworks meets or exceeds all federal, state, and industry regulations and standards in the collection and handling of blood donations.
- **Privacy:** You have the right to receive appropriate acknowledgement and recognition for donations and to be assured that all donor information is handled with confidentiality, privacy, and security.
- **Information:** You have the right to be informed of the ways in which Bloodworks intends to use the blood it collects and to be assured that donations are used for their intended purposes.
- **Respect:** You have the right to be treated with courtesy and respect in all interactions with Bloodworks employees and volunteers.
- **Complaints:** You have a right to a review of alleged violations of your donor rights and to file a complaint with the Department of Health or other quality improvement, accreditation, or other certifying bodies if you have an unresolved complaint, donor safety, or quality concern.

## Donor Responsibilities

- **Consideration and Respect:** You are responsible for being considerate and respectful of other donors and Bloodworks' staff by maintaining civil language and conduct in your interactions at all times. Bloodworks does not tolerate any form of abuse or harassment of other donors or staff at its collection sites. Persons under the influence of alcohol or drugs are not permitted on Bloodworks' property. Bloodworks supports a tobacco product-free environment and strictly bans possession of firearms and weapons at its facilities.
- **Keeping Appointments:** You are responsible for keeping appointments, being on time, and notifying us in advance if you need to cancel an appointment and make other arrangements.
- **Eligibility:** You are responsible for providing accurate and complete information to Bloodworks regarding medical conditions, medical procedures, medications, vaccinations, age and body weight, and other possible restrictions regarding eligibility to donate blood.<sup>1</sup>
- **Following Instructions:** You are responsible for following post-collection instructions as given. Please ask questions or tell us if you do not understand the instructions and notify your care provider or physician about any changes in your condition after leaving the donation site.

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<sup>1</sup>Refer to <https://www.bloodworksnw.org/donate/eligibility> for questions about eligibility.