Canadian Blood Services
BLOOD
PLASMA
STEM CELLS
ORGANS
& TISSUES

Canadian Transplant Registry Customer Support

Business Continuity Quick Reference Guide

Contact CTR Customer Support

Toll-free Telephone: **1-855-274-2889**

Fax: 1-613-260-4090

E-mail: transplantregistry@blood.ca

- CTR Customer Support is available 24/7/365

- The toll-free telephone line to CTR Customer Support will be answered weekdays between 8:00am and 5:00pm ET

- On-call support is available from 5:00pm to 8:00am ET and all day on Saturdays, Sundays and holidays. Dial the toll-free number and press '1' to reach the on-call agent after regular hours.

- During on-call support, a member of the CTR Customer Support team will make every attempt to return your call in 15 minutes or less.

Version 5.0

National Outage
Neither users nor the CTR Customer Support Team has access to CTR

Scenario…	User Responsibility	CTR Responsibility
User requires a copy of the National Organ Waitlist (NOW)	• Request copy of Waitlist • Destroy when no longer required	• Fax or email current copy of the NOW to requestor
User requires new urgent-status recipient record or update of existing recipient to urgent medical status	• Inform Customer Support of urgent change • Update recipient record once the CTR is back online	• Record the urgent status change on local copy of the NOW • Fax or email copy of updated NOW to each ODO
User requires assistance entering or updating HLA data	• Enter or update HLA data once CTR is back online	• No action is possible until the outage is resolved.
User requires new deceased donor record or urgent update to existing deceased donor record	• Update CTR once system is back online with any Deceased Donor Case processed during outage	• No action is possible until the outage is resolved.
User requires assistance allocating an HSP Kidney or HS Heart and/or accepting an organ offer	• HSP Kidneys allocated locally • HS Heart allocated manually using the NOW • Organ offers will be offered and accepted outside of the system	• No action is possible until the outage is resolved.

Users will be notified when the CTR is available, so that any manual changes they have requested via business continuity can be updated in the system.

Local Outage
CTR users cannot access to CTR but access is still available to the CTR Customer Support Team

Scenario…	User Responsibility	CTR Responsibility
User requires a copy of the National Organ Waitlist (NOW)	• Request copy of Waitlist • Destroy when no longer required	• Fax or email current copy of the Waitlist
User requires new recipient record or urgent update to existing recipient record	• Notify Customer Support of the data to be entered • Review changes for accuracy, sign/date form and return to Customer Support	• Record urgent change in CTR *Or* • Create record • Send changes to user for review • File supporting documents
User requires assistance entering HLA data	• Provide date for entry to Customer Support • Review changes for accuracy, sign/date form and return to Customer Support	• Add HLA data to the record • Send changes to user for review • File supporting documents
User requires new deceased donor record or urgent update to existing deceased donor record	• Notify Customer Support of the data to be entered • Review changes for accuracy, sign/date form and return to Customer Support	• Record urgent change in CTR *Or* • Create record • Send changes to user for review • File supporting documents
User requires assistance allocating an HSP Kidney or HS Heart, and/or accepting an organ offer	• Notify Customer Support of task to be completed • Review changes for accuracy, sign/date form and return to Customer Support	• Run allocation or accept the organ offer • Send changes to user for review • File supporting documents

We ask that users notify CTR Customer Support when your access to the CTR is restored.