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PROCESS

- **Decision to utilize**
 - Based upon size of program, type and quantity of tissue
- Escort arrives the day prior to receive tissue if:
 - Tissue is large
 - Requires special handling
 - e.g. last minute change to order requiring shipment of inadequately defrosted specimen or specimens are shipped in preservative

PROCESS, cont'd

- Day prior to program (if there to receive tissue)
 - Assist in lab preparation (tables, PPE, etc.)
 - Duties that do not require specialty knowledge of products or surgical procedures
- Day of program
 - Arrive early enough to completely prep and position specimens, allowing time for specimens to warm up
 - During the program:
 - Assist attendees getting gowned, gloved, etc.
 - Adjust specimen positioning as required
 - Remain in the lab throughout
 - General duties as those would be performed by any lab staff
 - Conclusion of program- pack up the tissue and ready for disposal or transport.

RATIONALE

- Consistent Experience
 - Both for the attendees and the lab staff
- HSC staff are trained, experienced with product, procedures, interaction with customers
 - Important for them to be able to focus on the attendees and their experience.
- Staffing levels vs. activity level
 - Head count
- Tissue company that has local escorts, thus eliminating travel expense

EXPECTATIONS

- Performance to the level I expect of my own team
- Represent tissue provider AND facility
- Perform and any all duties assigned in addition to responsibility for tissue.

IMPORTANT CONSIDERATION

- Lab Manager MUST have proper level of knowledge
 - Proper tissue handling and storage
 - Positioning
 - Disposal
- **Ultimate responsibility lies with the site**
 - Depending upon contract, there may be legal liability
 - Just as importantly- REPUTATION



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