

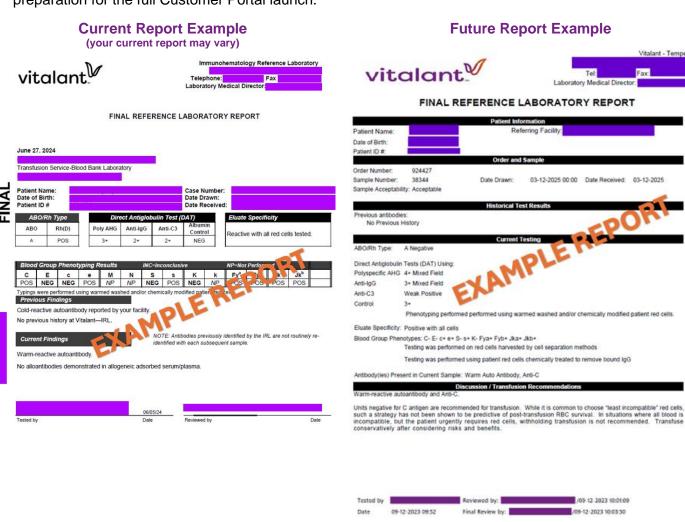
Vitalant Reference Laboratory Reports What's Changing?

July 03, 2025

Dear Vitalant Hospital Partner,

As of **July 1, 2025**, reports from your Vitalant Reference Laboratories have a refreshed look. While the Customer Portal is not yet being used to request testing, this soft launch introduced the new report format as part of ongoing upgrade efforts.

These updates included design changes to the Reference Laboratory reports and an update to the transfusion recommendations, featuring revised headers and a slightly reorganized layout. These enhancements reflect Vitalant's commitment to a more consistent and user-friendly experience in preparation for the full Customer Portal launch.



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What to Know:

- The Customer Portal launch date is still being finalized.
- The new report format went into effect July 1, 2025.

What You Need to Do:

- No action is required at this time please share this message with your team and others who
 may be affected.
- Continue using the Customer Portal to place product orders.
- Continue using the Reference Laboratory Request form (BS 313) to request patient testing.
 - Please note: Customers in Chicago, Tempe, and Las Vegas are not affected by this change and should continue placing patient test orders through the Customer Portal as usual.

NOTE: The eLearning module remains available in the <u>Customer Portal Training Resources</u> section for your reference.

Thank you for your ongoing partnership and patience as we work to enhance your service experience.

We will provide further updates as we finalize the new Customer Portal launch date.

If you have any questions, please do not hesitate to contact <u>Customer Experience Support</u>



Because of you, life doesn't stop. Donate blood.

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