



PROCEDURES FOR VERIFYING THE CONDITION OF DONOR HUMAN MILK UPON DELIVERY

INFORMATION FOR MILK RECIPIENTS

MMBA follows specific safety protocols to ensure that donor human milk will remain frozen during transit and uses Overnight Delivery Service to handle all milk shipments. Typically, the packages will be delivered to your facility by 10:30am, but occasionally there may be delays related to weather, mechanical issues, flight delays, etc. If your shipment has not arrived on time, please refer to the tracking information provided via email to check the status of the delivery. If it has been delivered, contact your receiving department first to request it be brought up to the unit immediately.

Shipments are packed with dry ice wrapped in packing paper and should last 24-48 hours, so if your shipment is delayed it will likely arrive in usable condition. Recipients should use this handout to verify the condition of donor human milk and to contact MMBA to determine if replacement milk is warranted. These check-in procedures must be followed with the results reported to MMBA within 24 hours to obtain replacement or reimbursement of the milk.

CHECKING MILK BOTTLES:

Upon arrival, the Unit Staff must closely examine **each bottle in the box** to determine the condition of the milk. A representative from the Unit must report to MMBA within 24 hours how many bottles fall into each of the following categories:

- Category 1 (Completely or Partially Frozen/Slushy): The bottles are completely frozen or are partially frozen with ice crystals (sounds slushy when shaken) present. The Center for Disease Control and Prevention (CDC) considers that still frozen and this milk can be placed in the freezer and used following MMBA's guidelines.
- Category 2 (Completely thawed, but COLD); The bottles are cold to the touch, as if they were stored in the refrigerator. This milk is considered thawed AND should be used in the next 24 hours.
- Category 3 (Completely thawed and WARM): The bottles are warmer than refrigerator temperature and must be discarded. If this happens, notify MMBA as soon as possible or within 24 hours. MMBA will need to file a claim with the courier and replace the milk.

<OVER>

CHECKING THE COLD CHAIN VERIFICATION STRIP

A Cold Chain Verification Strip is included in every box, usually found at the bottom of the shipping container. This strip is designed to provide information about the temperature inside the cooler during transit, specifically if the temperature reached above freezing and for what time period. Please check the strip to determine if any pink can be observed in the bubbles.



No Pink in Window
SHIPMENT OK



Pink in Window
CALL MMBA

- If no pink is visible in any of the bubbles, complete the Cold Chain Verification Form included with your milk shipment and note that no pink was present in the indicator bubbles. Keep this form for your records to be compliant with the Joint Commission.
- If any pink is present in ANY of the bubbles, note which bubbles and contact MMBA to determine how best to proceed. Be prepared to report the information listed above concerning the condition of the milk and the appearance of the indicator, as both pieces of information are critical to determine if the milk can be used. Note the details of this conversation on the Cold Chain Verification Form and retain it for your records.
- If any of the milk is deemed unusable, please take photographs of the shipping container, packaging, cold chain verification strip, and the bottles of milk that are affected. These photos should be emailed to orders@milkbank.org along with any other relevant details so that MMBA can file a claim with the appropriate courier.