

Client User Guide:

REQUESTING SABMR SERVICES

South African Bone Marrow Registry

PURPOSE OF THIS GUIDE

This guide explains how clients, transplant centres, physicians, coordinators and authorised healthcare professionals can request services from the South African Bone Marrow Registry (SABMR) through the SABMR website. It is intended to make the request process clear, complete and timely so that patient searches, typing requests and related coordination can begin without unnecessary delays.

ABOUT SABMR SERVICES

The SABMR supports patients who may require a matched unrelated donor for a stem cell transplant. Services may include preliminary donor searches, assistance with patient and family HLA typing where applicable, search activation, donor verification, donor coordination, stem cell procurement logistics and support through the patient search journey.

WHO MAY REQUEST SERVICES



Requests should be submitted by an authorised transplant centre, treating physician, transplant coordinator or other approved healthcare professional. Patients and families may contact SABMR for guidance; however, clinical service requests must be coordinated through the treating medical team.

Types of Requests

-  **Preliminary search request:** An initial search to identify whether potential matched unrelated donors or cord blood units may be available.
-  **Patient and/or family HLA typing request:** A request for HLA typing support for the patient and eligible family members, where applicable.
-  **Search activation request:** A formal request to activate a donor search when transplant planning is underway.

INFORMATION REQUIRED BEFORE SUBMITTING A REQUEST

- Patient full name**, date of birth and contact details where required.
- Diagnosis**, ICD-10 code, date of diagnosis and current disease status.
- Patient HLA typing report**, preferably high-resolution typing where available.
- CMV status**, ABO/Rh information, height and weight when available.
- Transplant centre details**, requesting physician and coordinator contact information.
- Search urgency**, acceptable mismatch information and estimated time to transplant if known.
- Medical aid or funding information**, including authorisation status where applicable.
- Signed consent forms** for the patient and any related donors being tested.

HOW TO SUBMIT A REQUEST THROUGH THE SABMR WEBSITE

1. Visit the **SABMR website** by clicking here: <https://sabmr.co.za/medical-professionals/>
2. To initiate the search, select either the **Online form (preferred)** option or the **PDF form** option.
3. **If using the Online form:** complete all required fields, upload the required supporting documents, review the information for accuracy and submit the form through the website.
4. **If using the PDF option:** download the latest PDF form from the website, complete it clearly, obtain the required signatures, and submit the completed pdf and supporting documents to patients@sabmr.co.za.
5. Ensure **patient identifiers match** the attached clinical documents, including **HLA reports, consent forms** and **funding or authorisation information** where applicable.
6. **Keep a copy** of the submitted form and supporting documentation for the transplant centre records. The online form will automatically be emailed to the user.

WHAT HAPPENS AFTER SUBMISSION

Once a request is submitted through the SABMR website, SABMR will review it for completeness, confirm the service type, and advise whether any additional documents, HLA typing, funding confirmation or consent information is required. For *preliminary searches*, SABMR will review available donor databases (WMDA >43mil donors) and provide feedback to the requesting centre. For *activated searches*, SABMR will coordinate the next steps with the transplant centre, donor registry or donor centre as required.

TIMELINES & URGENT REQUESTS

SABMR will respond with a Preliminary Search report within 24 hours of receiving the request. Timelines depend on the type of request, completeness of information, availability of HLA typing, donor match options, donor registry responses and funding authorisation. If a case is clinically urgent, mark the request as urgent on the website form or PDF form and include the reason for urgency, the estimated time to transplant date and all available clinical and funding information. Urgent requests should also be followed up directly with the relevant SABMR contact.

Common Reasons for Delays

Incomplete forms or missing signatures.
No attached HLA typing report or insufficient HLA resolution.
Missing patient consent or related donor consent.
Unclear diagnosis, disease status or transplant timeline.
Outstanding medical aid authorisation or funding confirmation.
Incorrect or outdated contact details for the transplant centre team.

CLIENT RESPONSIBILITIES

- Use the latest online form or PDF form available on the SABMR website.
- Ensure all patient and donor information is accurate and legible.
- Obtain and retain informed consent before submitting the request.
- Submit complete supporting documentation through the SABMR website.
- Notify SABMR promptly of changes in patient status, transplant timing, funding status or contact details.
- Maintain confidentiality and handle patient information according to applicable privacy and healthcare requirements.

CONTACT & SUPPORT

For patient and search-related queries, clients should contact SABMR through the below channels.

Telephone: +27 21 447 8638 Email: patients@sabmr.co.za