



Our Mission Statement

American Red Cross Biomedical Services will fulfill the needs of the American people for the safest, most reliable, most cost-effective blood, plasma, and tissue services through voluntary donations.

The mission of the American Red Cross Blood Services – New England Region is to be a pre-eminent provider of biomedical products and services, consistent with the Red Cross charter, which meet customer and regulatory expectations for quality, efficiency and cost effectiveness. The goal of the region is to become the provider of choice for transfusion medicine related services and products in New England.

Our Vision

To be recognized by the people and organizations we serve, as well as others in our field, as the provider of choice for blood, plasma and tissue services. This will be accomplished by commitment to quality, safety and use of the best medical, scientific, manufacturing and business practices.

Our Philosophy

The Red Cross believes that blood donation is a community responsibility. Donation of blood is voluntary, and healthy members of the community are encouraged to donate blood so that hospital inventory levels can be maintained. All blood donated belongs to the community and is available to patients on the basis of need, rather than on the history of previous blood donations or participation in blood services by patients, their relatives or co-workers. The New England Region offers directed donations (donations designated for a particular individual or individuals) because of public demand for this service. There is no medical evidence that directed donations are safer than voluntary blood donations to the community blood supply.

Patients and their families are not asked to replace blood used in transfusions, nor are they assessed a penalty fee for non-replacement. The Red Cross believes that replacement policies put the chronically ill and elderly at a disadvantage, and place an unfair burden on patients and their families.

Transfusion to a friend or relative may be a useful reminder, however, of the constant need for donations. Donors are encouraged to give blood regularly so that it will always be available in times of need.