

Our Donors

Our donors, being the source of the materials we prepare for our customers, are a crucial part of our business. We prioritize taking care of our donors. By making their safety and comfort most important, we've been able to build an extensive donor pool that allows us to meet the needs of our customers.

This section is designed to answer some frequently asked questions about our donors and our donor management.

How big is your donor pool?

We have been supplying cells for almost 20 years now and have developed an extensive donor pool. We have donors at both our Alameda CA location and our Quincy MA location.

How diverse is the donor pool?

As we've built the donor pool, we've worked to include diversity in sex, ethnicity, age, and other critical attributes. While we verify age and calculate BMI, other attributes are self-reported (sex, ethnicity, smoker/nonsmoker, use of medications). In all cases we strive to ensure that customers are receiving exactly what they expect.

Is it possible to recall donors?

Not all donors are eligible for recall. If you have specific donors that you feel you'll want to recall for a study, it may be possible to keep them eligible only for you. We charge a donor management fee for this service. The donor management fee ensures that we will not call the donor for another study. The fee covers our cost plus any compensation for the donor's time, effort and participation. However, the fee cannot guarantee that the donor will be available when you request them. Despite our best efforts, our donors make their own decisions about whether or not they wish to donate when we contact them. While we are generally able to get donors to return as desired, there are cases when this doesn't happen.

The best way to ensure that a specific donor can return for your research is to lessen any restrictions around the collections. Adding requested dates or attributes (e.g. no medications) decreases the odds of getting the donor to return.

What might keep a donor from being available?

While a donor management fee ensures that a donor will not be called for another customer's collection, it doesn't guarantee that the donor will participate when we ask them to return for your collection.

Things that can impact whether or not they return include: deferral periods from their last collection and their willingness to donate in a specific type of collection. We also rescreen all donors every three months, and sometimes a donor no longer passes the screens.

When this occurs we generally recommend you try an alternative donor or you can inquire if there is any chance in the future the donor may become available again. We will do our best to provide you the best guidance to suit your research.

Why are you sometimes unable to meet donor requirements at the last minute?

At AllCells we understand how important your research is and we take pride in supporting you. That's why we always strive to deliver exactly what you order, exactly when you want it.

However, because our products come from donors, we occasionally have difficulties. Despite our best efforts at reminders, sometimes donors fail to show for an appointment. Additionally, some donors may fail screens on the day of their collection. In these cases we do everything possible to meet deadlines, but sometimes that is impossible.

How does AllCells define a “healthy” donor?

Potential donors go through a series of health screenings. The first screening includes a questionnaire to rule out historical diagnosis of high blood pressure, high cholesterol, anemia, cancer, diabetes, blood clots/bleeding disorders, sickle cell trait, Hepatitis, HIV, skin disease and/or autoimmune disorders. Additionally, during this questionnaire, the donors are screened for any self-reported conditions or disorders affecting the brain, liver, lung, heart, kidney, thyroid, or gastrointestinal.

Next, our donors are screened in person by our clinical staff to ensure all provided medical history is assessed and to ensure any current medications the donor may be on are evaluated for suitability. During this visit, we perform a CBC and test for standard bloodborne pathogens including Hepatitis B, Hepatitis C and HIV. Then clinical staff performs a physical assessment of the donor to determine suitability.

Attributes like BMI and smoking status do not automatically eliminate donors from our pool. Please see our section on defined donor attributes to see how we evaluate and report on both donor reported attributes and donor-specific testing.

What sets AllCells apart?

Many collection facilities do an “open call” for donors and are often unable to schedule specific donors on specific days for customers. At AllCells, we prioritize getting the donors you want, on the dates that works for your research. Our ability to do this sets us apart but it also means that we work a little differently.

Our Customer Success Managers are able to search our live donor database to find the right donors for you. Factoring in the date of your request and the attributes you are looking for, they can tell you right on the phone if your order is possible. If not, they will help guide you to find out how to make it work. Knowing what is more important to your research will help insure you get a product on a timeline that works best for you.

Can I request specific donor attributes?

Our customers have the ability to select specific donor attributes to meet their project needs. With AllCells donor management system, we are able to source donors to meet the most complex combination of donor requirements to the most simple.

It's important to note that requesting donor attributes may increase the time it takes us to fulfill your order and may also increase your cost. The more attributes you have and the more complex the requirements, the longer your order may take.

Donor Attributes include:

- Gender: Male or female.
- Age: Our donors range in ages from 18 – 70 but not all age ranges qualify for specific collection types. Keep in mind when requesting an age range for your donor attributes that it can be difficult to source donors higher in age (over 50) and it could impact the ability to get your order quickly.
- BMI: Calculated via the donors height and weight. This is current as of three months. Donors can be sourced from requests that provide a BMI range such as 25 – 30 or 20 – 25.
- Blood Type: ABO with Rh. Any ABO with Rh can be requested but rare types will increase the lead time of your order.
- CMV: A negative viral status represents negative (IgM and/or IgG) testing result in previous 3 months. If you require more proximity to collection or day of collection result, additional testing for your donor should be requested.
- HLA: HLA determination is available if specific HLA profiles are required for your project. We provide up to 6 digit resolution using Next-Generation Sequencing (NGS) HLA types. Both common and uncommon types can be requested, but depending on the rarity of the request, could extend the lead time to receive the order. In some cases a match may not be available in the donor pool.

Donor self-reported attributes are:

- Race: The Census Bureau defines race as a person’s self-identification with one or more social groups. An individual can report as White, Black or African American, Asian, American Indian and Alaska Native, Native Hawaiian and Other Pacific Islander, or some other race. Many donors may select “Other” as an option if they do not identify as a single race or as any of the provided options.
- Ethnicity: Ethnicity determines whether a person is of Hispanic origin or not. For this reason, ethnicity is broken out in two categories, Hispanic or Latino and Not Hispanic or Latino. Hispanics may report as any race.
- Smoker- During screening the donor has verbally confirmed they have had tobacco/nicotine containing products including cigarettes, cigars, e-cigarettes, vaping, nicotine patches or gum within the past 1 year. Even if a donor is not currently using tobacco products, this is tracked 1 year back. You can request for order a non-smoker or smoker that follows this definition.
- Medication – Our standard for “no medications” means that a donor will not have any over the counter, prescription, birth control, steroid drugs, or vitamins/supplements for 2 days prior to your collection.

What if there are no or very few donors that meet my needs?

If it is crucial to you research that you have a very specific attribute of donor that is not readily available, you may have the option to submit your order and wait until a donor becomes available. When this happens we will do our best to provide you an estimated lead time of when you can expect your order but depending on the number of donors meeting your requirements, we cannot guarantee any standard timeframe with these types of orders.