

**From:** "CHARETTE, Marc-Andre (Kanata)" <MCHARETTE@MDS.Nordion.com>  
**To:** Thomas Thompson <TKT@nrc.gov>  
**Date:** Wed, Mar 30, 2005 10:41 AM  
**Subject:** RE: Hospital receiving untagged Y-90

Dear Mr. Thompson,

Sorry for the delay in providing an update on this issue. MDS Nordion has completed our review of this issue.

On November 8, 2004, MDS Nordion shipped by error Y-90 to Loyola Hospital that was actually destined for Cardinal Health (Syncor). This happen as a result of an order entry error due to a transcribing error in the preparation of the order. The information received from MDS Nordion customer IDEC (Y-90 orders are collected and processed by IDEC and later sent to MDS Nordion). The order information sent by IDEC contained information on the intended consignee (Cardinal) and on the site that the dose was ultimately for (Loyola). When MDS Nordion internally processed this order, the coordinates of the dose-administrating site (Loyola) were inadvertently entered as the consignee instead of the radio-pharmacy (Cardinal).

Due to this event MDS Nordion has implemented some operational changes to reduce or eliminate the chances of this event happening again. All the staff responsible for order entry have or will be trained or re-trained on this process.

If you have any questions or require further information please feel free to contact me by telephone at (613) 592-3400 extension 2421 or by email.

Yours sincerely,

Marc-André Charette

-----Original Message-----

From: Thomas Thompson [mailto:TKT@nrc.gov]  
Sent: Tuesday, March 29, 2005 4:28 PM  
To: CHARETTE, Marc-Andre (Kanata)  
Subject: RE: Hospital receiving untagged Y-90

Did you complete your review of this issue? Would you give me an update on the status of this complaint.

>>> "DESGAGNE, Luc (Kanata)" <LDESGAGNE@MDS.Nordion.com> 12/22/04

>>> 11:13AM >>>

Dear Mr. Thompson,

I would like to inform you that it appears MDS Nordion did receive a complaint on November 9th 2004 pertaining to the shipment of Y-90 Sterile Solution to Loyola Hospital. An internal complaint file on this event is still currently open. If you would like further information on this subject, may I ask that you contact Mr. Marc André Charette at (613) 592-3400 ext. 2421.

Sincerely,

Luc Desgagne  
Senior Licensing Coordinator  
Transport & Nuclear Compliance  
Regulatory Affairs, MDS Nordion

-----Original Message-----

From: Thomas Thompson [mailto:TKT@nrc.gov]

Sent: Friday, December 17, 2004 9:21 AM

To: DESGAGNE, Luc (Kanata)

Subject: Hospital receiving untagged Y-90

I received your telephone message and am trying to get further details on this concern. I will let you know as soon as I get more detail.

Thank you for your cooperation.

**Mail Envelope Properties**

(424AC89D.382 : 3 : 29570)

**Subject:** RE: Hospital receiving untagged Y-90  
**Creation Date:** Wed, Mar 30, 2005 10:40 AM  
**From:** "CHARETTE, Marc-Andre (Kanata)"  
<MCHARETTE@MDS.Nordion.com>

**Created By:** MCHARETTE@MDS.Nordion.com

**Recipients**

nrc.gov  
kp1\_po.KP\_DO  
TKT (Thomas Thompson)

**Post Office**

kp1\_po.KP\_DO

**Route**

nrc.gov

**Files**

MESSAGE  
Mime.822

**Size**

2548  
3513

**Date & Time**

Wednesday, March 30, 2005 10:40 AM

**Options**

**Expiration Date:** None  
**Priority:** Standard  
**Reply Requested:** No  
**Return Notification:** None

**Concealed Subject:** No  
**Security:** Standard