

Vitalant Customer Portal System Upgrade

March 31, 2025

Dear Vitalant Hospital Partner,

As a nationwide network, Vitalant is focused on providing critically needed blood products to patients coast to coast. To provide the best possible service to your organization, we are upgrading our current computer systems and processes.

What's NEW

- Vitalant is adding the ability to order patient tests using the customer portal.
- Vitalant is adding the ability to retrieve patient test result reports using the customer portal.

When

Vitalant will launch the new functionality to all Vitalant markets on June 2, 2025.

Customer Actions

- Complete the self-study learning modules provided by Vitalant by May 19, 2025.
- Work with Vitalant representatives to submit user experience suggestions.

Self-Study Training Resources

Customer Portal Training Resources: https://www.vitalanthealth.org/customer-portal-training

We want to ensure the smoothest transition possible. With questions, please contact <u>Customer Experience</u> Support

Thank you,





March 14, 2024

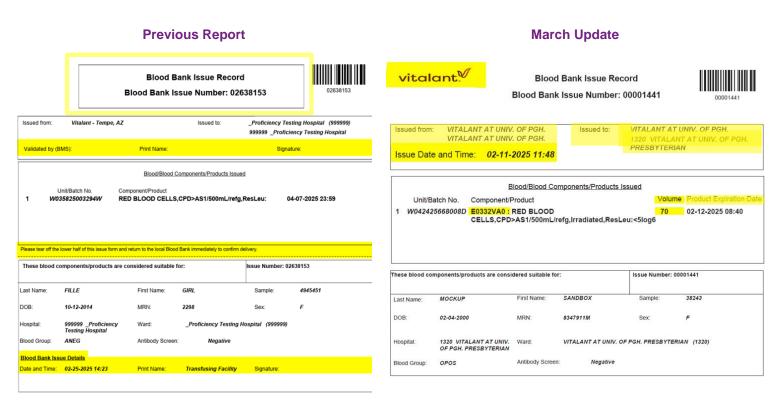
Valued Healthcare Partner,

We sincerely apologize for the delay in sending out the following customer communication, which implemented on March 23, 2025. Please let us know if you have any concerns or questions with the following customer communication.

Vitalant Reference Laboratory and Transfusion Services is committed to delivering the highest standard of laboratory testing to our healthcare partners. Effective March 23, 2025, the Vitalant Laboratory Information System, PHS, will be upgraded to introduce a range of enhancements. These updates are designed to improve processes, enhance capabilities, and present clinical information in a clear and concise manner. With each PHS update, our goal is to continuously meet your needs while optimizing patient care.

Updates with the March PHS Release:

- Blood Bank Issue Record
 - Several layout adjustments, clerical edits, and font increases have been made, highlighted in yellow.



- Result and Report Updates (Billing Report, Transfusion Service Report)
 - For antibodies where clinical significance is dependent on the phase of reactivity, the phase will now be displayed to assist in making the appropriate clinical decision.

- For example, "Anti-M reacting at IS" or "Anti-M reacting at 37C/AHG"
- Minor clerical edits can be seen for the following test names:
 - Transfusion Reaction DAT
 - Titer Cold Agglutinin
 - Direct Antiglobulin Tests
- o Enhancements to Direct Antiglobulin Test (DAT) interpretations
- Results will indicate a reaction grade appropriate to the test methodology used, replacing "Positive".
 - Reference Laboratory Report Specific
 - DAT test results will display as, "Negative", if applicable.

Current Display	Future Display
Positive	Weak Positive, 1+, 2+, 3+, 4+
Positive	Mixed Field Positive, Weak+ Mixed Field, 1+ Mixed Field, 2+ Mixed Field, 3+ Mixed Field, 4+ Mixed Field
*3+MF	3+ Mixed Field
*+Weak/Pos	Weak Positive

^{*}Applicable only to Customer Portal Reference Laboratory Reports

Customer Portal

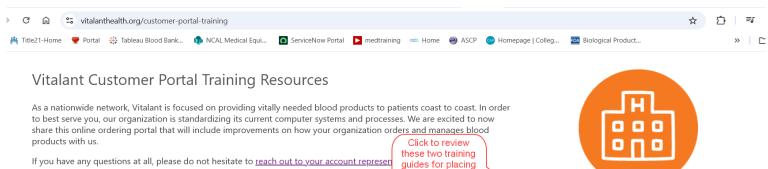
 Due to updates with multiple tests, when searching for orders, customers are encouraged to utilize the Test Order List, search by "Test Order Number" or by patient information.

Action Items for Your Facility:

- Share this information with all pertinent staff; Transfusion Service Committee members, Clinicians, Revenue Integrity, and others who may be affected.
- If there are any questions regarding these changes, please do not hesitate to contact your Regional Account Manager or local Vitalant Manager.

Thank you for your partnership in meeting the transfusion-related needs of our community's patients with the highest standard of care.

Laurie D. VanThof MT(ASCP)SBB Vice President, Reference & Transfusion Services Kevin Land, MD Vice President, Clinical Services



test orders in the

Cust Portal

Available Training Materials

Customer Portal User Guide Customer Portal FAQs Customer Portal Course

Recent Customer Portal Enhancements



Link to Customer Portal online ordering

Test Orders in the Customer Portal

Customer Portal User Guide: <u>Test Request Supplement</u> Reference Laboratory Request Information and Instructions