



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 [Customer Experience Support](#)

Thank you,


Because of you, life doesn't stop.
Donate blood.



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.

Previous Report

Blood Bank Issue Record		
Blood Bank Issue Number: 02638153		02638153
Issued from: Vitalant - Tempe, AZ	Issued to: _Proficiency Testing Hospital (999999) 999999 _Proficiency Testing Hospital	
Validated by (BMS):	Print Name:	Signature:
Blood/Blood Components/Products Issued		
1	Unit/Batch No. W035825003294W Component/Product RED BLOOD CELLS,CPD>AS1/500mL/refg,ResLeu:	04-07-2025 23:59
Please tear off the lower half of this issue form and return to the local Blood Bank immediately to confirm delivery.		
These blood components/products are considered suitable for:		Issue Number: 02638153
Last Name: FILLE	First Name: GIRL	Sample: 4945451
DOB: 10-12-2014	MRN: 2298	Sex: F
Hospital: 999999 _Proficiency Testing Hospital	Ward: _Proficiency Testing Hospital (999999)	
Blood Group: ANEG	Antibody Screen: Negative	
Blood Bank Issue Details		
Date and Time: 02-25-2025 14:23	Print Name: Transfusing Facility	Signature:

March Update

Blood Bank Issue Record		
Blood Bank Issue Number: 00001441		00001441
Issued from: VITALANT AT UNIV. OF PGH. VITALANT AT UNIV. OF PGH.	Issued to: VITALANT AT UNIV. OF PGH. 1320 VITALANT AT UNIV. OF PGH. PRESBYTERIAN	
Issue Date and Time: 02-11-2025 11:48		
Blood/Blood Components/Products Issued		
1	Unit/Batch No. W042425668008D Component/Product E0332VA0 : RED BLOOD CELLS,CPD>AS1/500mL/refg,Irradiated,ResLeu:<5log6	Volume 70 Product Expiration Date 02-12-2025 08:40
These blood components/products are considered suitable for:		Issue Number: 00001441
Last Name: MOCKUP	First Name: SANDBOX	Sample: 38243
DOB: 02-04-2000	MRN: 8347911M	Sex: F
Hospital: 1320 VITALANT AT UNIV. OF PGH. PRESBYTERIAN	Ward: VITALANT AT UNIV. OF PGH. PRESBYTERIAN (1320)	
Blood Group: OPOS	Antibody Screen: Negative	

- **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
- 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

Vitalant Customer Portal Training Resources

As a nationwide network, Vitalant is focused on providing vitally needed blood products to patients coast to coast. In order to best serve you, our organization is standardizing its current computer systems and processes. We are excited to now share this online ordering portal that will include improvements on how your organization orders and manages blood products with us.

If you have any questions at all, please do not hesitate to [reach out to your account representative](#)

Available Training Materials

[Customer Portal User Guide](#)
[Customer Portal FAQs](#)
[Customer Portal Course](#)

Recent Customer Portal Enhancements



Click to review these two training guides for placing test orders in the Cust Portal

[Link to Customer Portal online ordering](#)

[Test Orders in the Customer Portal](#)

Customer Portal User Guide: [Test Request Supplement](#)
[Reference Laboratory Request Information and Instructions](#)