Status Scheduled PolicyStat ID 11731539

Origination	6/21/2022	Document Contact	Kelly Sartor
Last Approved	6/7/2022	Area	Laboratory-Blood Bank
Effective	6/21/2022	Applicability	Dearborn, FH, Troy
Last Revised	6/7/2022		
Next Review	6/6/2024		

Blood Bank Records

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

This document provides steps relating to the creation, maintenance, and storage of electronic and paper Blood Bank records.

II. DEFINITIONS/ACRONYMS:

A. **Documents:** Documents provide a description of or instructions regarding what is supposed to happen and how to make it happen. Examples of documents are procedures, Computer Documentation Manual Workflows (CDMs), blank forms, and job aids.

B. **Records:** Records provide evidence of what did happen. Examples of records include completed forms, patient test results, quality control results, results documented in the computer, and audit results.

C. **RFID:** Radio Frequency Identification is a type of passive wireless technology that allows for tracking or matching of an item or individual.

III. POLICIES:

A. **Record Creation**

1. Records must be legible and indelible. All manual records are to be kept with black or blue ink pens. No gel pens. The only exception to this policy is that red ink may be used to perform supervisory review.
2. Records must be created concurrently for each critical task performed.
3. The actual test results of each test performed must be recorded immediately, either on a form designated for this purpose or in the computer. Test results are recorded

at the time the test is performed in order to reduce the risk of transcription errors from delayed recording.

4. The final interpretation shall be recorded upon completion of testing.

B. **Record Content**

1. The Blood Bank's activities are generally recorded in the computer system or on specifically designed forms. Both the computer system and forms have been designed to capture the information listed below.
    a. Critical activities performed.
    b. The individual who performed the activity is documented on both.
    c. When the activity was performed.
    d. Results obtained.
    e. Method(s) used (when more than one method is in use).
    f. Equipment used.
    g. Critical materials used.
    h. The facility where the activity was performed.

C. **Changes to Records:**

1. Changes to records must be controlled.
    a. Record changes must not obscure previously recorded information. Overwriting is prohibited.
    b. To change a manual record, draw a single line through the error, write in the correction, initial and date the change. Correction fluid, such as Liquid Paper, is not to be used to correct Blood Bank records.
    c. Changes made to the computer record are tracked electronically, to include the date and time the change was made and the identity of the person making the change.
    d. When errors are detected in patient test reports, a corrected report is sent out promptly. A description of the error and the corrective action taken should be documented in a variance report. In addition, the patient's caregivers should be notified of the correction and the **CORR** canned message should be added to the test in the computer, to document the notification.
    e. Before a change to a record (including electronic records) is finalized, the employee must review the change for accuracy and completeness.

D. **Storage of Records:**

1. Blood Bank documents are stored in a manner that preserves legibility and protects from accidental or unauthorized access, destruction, or modification.
2. Master copies of procedures, CDMs, and forms are stored in the procedure manual and CDM manual. All documents in the procedure and CDM manual are stored in plastic sheet protectors, and electronic versions are stored in the Policy

Management system in PDF format.

3. After records are created, they are stored on-site in the Blood Bank for a minimum period of 2 years in the Blood Bank. After 2 years have elapsed, the records are sent off-site to Iron Mountain for retention.

E. **Retention of Records:**

1. The records are retained at Iron Mountain for at least the minimum retention period as per policy Document Retention Policy and Procedures. In order to send records off site you have to have access to iron mountain connect (IMC) on-line. Access is controlled and maintained by the Beaumont Record Management and Print services Department. Please contact them to request access.

F. **Access to and Protection of Records**

1. Beaumont Laboratory and the Blood Bank are committed to abiding by all Federal and State laws, regulations and guidelines to protect the patient's privacy in regard to healthcare information. Beaumont Laboratory and the Blood Bank will follow Corporate Policies related to defining, recording, accessing, disclosing, retaining and destruction of records with Protected Health Information (PHI) and informed consent.
2. It is every employee's responsibility to protect the confidentiality of patient information. To prevent unauthorized access, ensure confidentiality, and prevent the accidental or unauthorized destruction or modification of records.
3. Paper records containing patient records / names are stored in cabinets with locks and only Blood Bank employees have access to the corresponding keys.
4. Paper records containing patient information are disposed of properly in paper and plastic recycling streams, and should never be disposed of with regular trash.
5. Computer records are password protected.
6. Records are securely retained through Iron Mountain.

G. **Iron Mountain Connect:**

1. Iron Mountain is the vendor used by Beaumont Health for storage, retrieval and destruction of Beaumont health records, radiology films and all other Beaumont departmental documents. Iron Mountain Connect is the on-line access point for all your off-site records storage. Through Iron Mountain Connect, you can:
    a. Send and retrieve records
    b. Order storage supplies (boxes and labels)
    c. Search all your department's inventory of records stored at Iron Mountain
2. All boxes sent to iron mountain must be labeled with all required information so that it can be easily retrieved in the future and appropriately destroyed.
3. All boxes sent to Iron Mountain for storage must have a blue RFID barcode affixed to it.
   Note: Iron Mountain boxes no longer have RFID labels automatically placed on them. Labels must be ordered separately and applied to every box.

4. The *Request for Off-site Storage of Records* form is used to send documents to Iron Mountain for retention. The records are kept at Iron Mountain for at least the minimum retention period. Refer to laboratory procedure, Laboratory Document Management and Record Retention Procedure .

H. **Blood Component Tracking and Tracing**

1. The blood bank computer system makes it possible to trace any unit of blood, blood component, or derivative from its source to final disposition; to review the records applying to the specific component; and to investigate adverse events manifested by the recipient.
2. All steps in the receipt, processing, modification, and disposition of any unit of blood, blood component, and derivative are defined throughout the procedures, are recorded in the computer or on designated forms, and are captured on the Unit History Report.
3. During computer downtimes all of these steps are captured on downtime forms.
4. Unit History Reports may be printed form the blood bank computer system using *Blood Bank CDM - Unit History Report* and searching by the donor number.

IV. SUPPLIES:

A. Boxes: Boxes can be ordered through Iron Mountain or standard office file boxes can also be used.

a. Iron Mountain boxes no longer have RFID labels automatically affixed to them.
b. Labels must be ordered separately and applied to every box that is sent to Iron Mountain for storage.

B. Labels: Every box must have a blue RFID barcode label affixed to it.

V. PROCEDURE:

A. Requesting Access To Iron Mountain Connect

1. Complete the access request form and email completed form to Health Information Management (HIM). More information is available by searching Iron Mountain Connect on Beaumont Health Intranet.
   a. Once access is granted, you will receive two emails:
      i. One email from Iron Mountain with your log in credentials.
      ii. One email from HIM with detailed instructions on How to Use Iron Mountain Connect.

B. How to Order Supplies from Iron Mountain Connect

1. Log in to Iron Mountain Connect: https://www.ironmountainconnect.com/
2. Click Records Management on the top left side of the page.

3. Click Order Supplies on the bottom left side of the page.
4. Select the appropriate Customer ID from the Customer drop down.
5. Enter the quantity into the field to the right of the item to be ordered.
    a. Note: Boxes and labels come in packs of 10.
6. Click Add to Cart next to the Quantity field for each item to be added.
7. Click the orange Supplies button in the top right to checkout.
8. Review the items in the cart.
9. Click Next in the top right.
10. Confirm or modify the address where the supplies will be delivered.
11. Click Place Your Order In the top right.
12. An email confirmation will be sent to the specified email address from the address screen.

C. How to Enter Box Data in Iron Mountain Connect

When documents are ready for storage, boxes are packed and the box data is entered in to Iron Mountain connect.

1. Log into Iron Mountain Connect: https://www.ironmountainconnect.com/
2. Click *Record Management* on the top left side of the page.
3. Click *Pickups, Add Records* on the bottom left side of the page.
4. Click *Pickup List (Add Records)*.
5. Click *Add Box*.
6. Choose the box type. Iron Mountain boxes are considered a Standard Carton.
7. Enter the required information (marked with a *) on the *Iron Mountain Transmittal Form*
    1. Required Fields:
        a. Customer: Alphanumeric ID representing your company
        b. Box Department: The department that the box will be stored under
        c. SKP Barcode: Obtained from the label affixed to the box
        d. Major Description: Primary details of the contents of the box
        e. From Date: The earliest date of the box contents
        f. To Date: The last date of the box contents
        g. Record Code: Destruction eligibility dates are determined by the Record Code, which corresponds to the Item No. from the Record Retention Guide.

D. How to Schedule a Pickup Order from Iron Mountain

After the box data has been entered into Iron Mountain Connect, the pickup order can be placed.

1. Log into Iron Mountain Connect : https://www.ironmountainconnect.com/

2. Click Quick Pickup Order on the left side of the page.
3. Select the Customer ID from the drop down menu.
4. For new boxes to send for storage, enter the quantity under the NEW column next to the Standard Carton.
5. For returning boxes that have been checked out, enter the quantity in the REFILE column next to the appropriate Carton/File Type.
6. Click Add to Cart after entering the quantity in the appropriate column and row.
7. Click the orange Pickups button in the top right.
8. Confirm the number of boxes and then click Next.
9. Confirm or modify the address where the boxes will be picked up.
10. Click Place Your Order.
11. An email confirmation will be sent to the specified email address from the address screen.

E. How to Retrieve Records from Iron Mountain

Records may be retrieved from Iron Mountain by:

1. Log in to Iron Mountain Connect: https://www.ironmountainconnect.com/
2. Click Records Management on the top left side of the page.
3. There are several ways to search for records.
    a. Enter the SKP box number (if known) into the search box.
        i. Or enter a keyword into the search box to search for keywords in all box data.
    b. Click the blue arrow button next to the search box or click Search to search for boxes and files.
        i. Boxes or files can be specified by clicking the circle to the left of each option.
    c. Click the Search Tools drop down, then Advanced Search to search by keywords in specific data fields.
        i. Use the Criteria section to search in specific data fields.
    d. To pull all the records from a specific department, leave the search field blank.
        i. Click the appropriate selection from the Record Type.
        ii. Select the Customer ID from the Customer drop down.
        iii. Select the Department ID from the Department drop down.
        iv. Click Search to display all the records from that department.
4. Click the check box next to each box that is to be retrieved from storage
5. Click the down arrow next to the Action button at the top of the search results and select Add to Cart.

   a. Alternatively, click the blue truck icon on the right side to add each box to the cart separately.

6. When all the boxes to be retrieved have been added to the cart, click the orange Retrievals button in the top right.
7. Review the boxes to be retrieved and click Next.
8. Confirm or modify the delivery address where the boxes will be delivered.
9. Click Place Your Order in the top right.
10. An email confirmation will be sent to the specified email address from the address screen.

VI. REFERENCES:

1. AABB, *Technical Manual,* current edition.
2. AABB, *Standards for Blood Banks and Transfusion Services*. current edition.
3. College of American Pathologists, Transfusion Medicine Checklist, current edition.

Approval Signatures

Step Description	Approver	Date
	Jeremy Powers: Chief, Pathology	6/7/2022
	Vaishali Pansare: Chief, Pathology	6/6/2022
	John Pui: Chief, Pathology	6/6/2022
	Ryan Johnson: OUWB Clinical Faculty	6/3/2022
Policy and Forms Steering Committe (if needed)	Kelly Sartor: Supv, Laboratory	6/3/2022
Policy and Forms Steering Committe (if needed)	Gail Juleff: Project Mgr Policy	6/3/2022
	Karrie Torgerson: Supv, Laboratory	6/3/2022
	Teresa Lovins: Supv, Laboratory	5/25/2022
	Kelly Sartor: Supv, Laboratory	5/25/2022
	Kelly Sartor: Supv, Laboratory	5/25/2022