Connect Hospital Order Management Solution Follow Up--PLEASE READ

Jackson, Theresa M. [Theresa.Jackson@redcross.org]

Sent: Friday, September 14, 2018 9:38 AM

Attachments: Customer Training Outline_~1.pdf (454 KB) ; Customer Training Outline_~2.pdf (419 KB)

Good Morning:

As some follow up to my emails regarding the announcement that Connect, our Hospital Order Management Solution, is coming soon, I am providing some quick facts to help you prepare and assist in making your facility's transition a seamless and successful one. Your Connect Go-Live is planned on Monday, 9/24/2018:

1. **Do I have to use Connect to order my blood products and services through the American Red Cross? Yes.** Starting on Monday, September 24, Connect will be your method of placing product and service orders with the American Red Cross.
2. **So, I can't order through fax or phone anymore?** Within the next 10 days-2 weeks , fax orders will not be an accepted method to order from the Red Cross. If you need to call, contact numbers remain the same to contact the distribution site. However, for blood and service needs (including STAT orders), Connect will be the method of order submission. If you call in an order after Go Live, our distribution staff will enter the order into CONNECT on your behalf, but getting up to speed as soon as possible is preferred.
3. **What if I have a standing order? How will that be managed?** If your facility currently receives a standing order (which includes the platelet rotation) from the American Red Cross, you will not need to do nothing ahead of the Connect go-live. We will be working on building those standing orders into the system and you will receive them on the day and time you are currently scheduled. If you want to modify your standing order, there will be that option available to you within Connect.
4. **Can I have a standing order of Red Cells or for a scheduled weekly delivery?** Yes, especially if you only order 1 day a week, it is ideal for us to set up a scheduled order in the system to simplify your ordering process. What will happen is we will set up an order to ship each week (which you should tell me if you want set to your stocking levels or another amount by blood type), then up to 24 hours before we pack the box, you can go into Connect and simply adjust the numbers up or down with the arrow. It really makes it easy. ***See Pg. 14 of the User Guide.***
5. **What is Fill to Par Levels?** If we set up your stocking levels into Connect prior to Go Live (or even afterwards), the Fill to Par Option ***(Overview on Pg. 19 of the User Guide)*** enables you to enter what you have in stock and then automatically generates an order based upon your stocking levels. We would ship that to you after you submit the order.
6. **What can I expect next?** Once the admins have been identified, you can start the process of setting up individual user accounts for other key staff members at your facility. From there, please attend a training webinar, have staff access the instructional training videos on our SUCCESS continuing education site under the CONNECT tab at the top once logged in, or contact me for an in-person 1:1 with you and your staff next week.

7. **What is the quickest way to learn: PRACTICE!** Please follow the instructions and training outline on the attached documents to become proficient.
8. **What else do I need to know: Call or email me anytime with questions. I am here to help!**

Theresa Jackson | Regional Account Manager
American Red Cross Blood Services

405 W. John H. Gwynn Jr. Ave.
Peoria, IL 61605-2440

(309) 370-5922 (c)
(309) 674-0072 (f) | Theresa.Jackson@redcross.org
redcrossblood.org | facebook.com/RedCrossBlood

Visit the **SUCCESS** website for more information about additional educational opportunities.

Dear Connect Customer:

The Red Cross recognizes hands on use and practice with any computer system provides users with the knowledge and comfort level to ensure success. To assist our customers with developing a strong knowledge of Connect, the Red Cross uses a customer Training Portal. Customers are invited to access this portal at https://arc.training.bloodhub.com/. This portal is available for your use. When accessing the portal please use the following user name and password:

(Admin) User Name: ConnectTrainingCustomer1@gmail.com
Password: ConnectTrain1
User Name: ConnectTrainingCustomer2@gmail.com
Password: ConnectTrain2

We believe the following activities will provide you exposure to the core features of Connect. The listed activities while providing exposure to Connect, are not intended to limit your activity in the training portal. We invite you to explore all the features that Connect offers Red Cross customers. The customer user guide provides additional resources in understanding all the features Connect can provide to your hospital.

Please do not use the Production system to train or practice use of Connect.
Thank you

Function	Steps	Successful Trial?
Log into Connect		
Open the Tri-Bar 	1. Explore the functions available in Connect 2. Return to the Dashboard	
Routine Order	1. Select "New Order" 2. Select Routine Delivery Type and Create a Standard Order 3. Use the Floating Action Button (FAB)  to continue 4. Select Red Blood Cells, choose multiple ABO/Rh, +Add 5. Select additional RBC's and Order CMV negative and HgB S - type O- +Add 6. Select Irradiated RBC's, type A+ +Add 7. Order Apheresis Platelet, Any type and B+ +Add 8. Use the FAB to continue	

	9. Select the Tri-Bar FAB and Submit Order	
Timed Order	1. Select "New Order" 2. Create a Standard Order using Deliver by Date & Time 3. Order Plasma – Type O and A 4. Order Cryo Pools – Type O 5. Use FAB to continue 6. Use FAB to submit order	
STAT Order	1. Select "New Order" 2. Create a Standard Order using STAT delivery 3. Order Apheresis Platelet – Type A 4. Use FAB to continue and Submit Order	
Antigen Screened Order	1. Select "New Order" 2. Create an "Antigen Screened" order using ASAP 3. Create a test patient name, DOB, ABO/Rh, and MD. 4. Add Red Cells – Type B+ a. Select Antigens to Screen for: Fya Select Antigen Tested b. +Add 5. Use FAB to continue and submit order	
HLA Matched Order	1. Select "New Order" 2. Create an HLA Matched order using Routine delivery 3. Create a test patient name, DOB, ABO/Rh, and MD. 4. Add Apheresis Platelet – Type B- 5. Add patient HLA type or upload a copy of HLA test results in Upload PDF 6. Use FAB to continue and submit order	
Service Orders	1. Select "New Order" 2. Select Services 3. Use FAB to continue 4. From the dropdown "Select Products" 5. Choose an IRL Consultation Request, HLA Testing, Molecular Testing, Platelet Crossmatch, Billing Adjustment, or Customer Concern 6. Complete the form, all * are required fields	

	7. Use the FAB to continue and submit order	
Pickups	1. Using the Tri-Bar, go to Inventory 2. Use the ▾ drop down to view options. 3. Select Pickups 4. Select + New Pickup 5. Select Responsible for Location from dropdown 6. Add comments related to pickup needs	
Queues	1. Explore the queues 2. Explore the "Orders" queue 3. Explore the "Inventory Queue	

To ensure you receive timely and relevant information from the American Red Cross, please add the email addresses listed below to your contact list so that you may receive updates about updates that may be of interest or affect your hospital.

1. HospitalSupport@redcross.org
2. ConnectHelp@redcross.org
3. Support@BloodHub.com
4. Givebloodtoday@redcross.org

Dear Connect Customer:

The Red Cross recognizes hands on use and practice with any computer system provides users with the knowledge and comfort level to ensure success. To assist our customers with developing a strong knowledge of Connect, the Red Cross uses a customer Training Portal. Customers are invited to access this portal at https://arc.training.bloodhub.com/. This portal is available for your use. When accessing the portal please use the following user name and password:

(Admin) User Name: ConnectTrainingCustomer1@gmail.com
Password: ConnectTrain1
User Name: ConnectTrainingCustomer2@gmail.com
Password: ConnectTrain2

We believe the following activities will provide you exposure to the core features of Connect. The listed activities while providing exposure to Connect, are not intended to limit your activity in the training portal. We invite you to explore all the features that Connect offers Red Cross customers. The customer user guide provides additional resources in understanding all the features Connect can provide to your hospital.

Please do not use the Production system to train or practice use of Connect.
Thank you

Function	Steps	Successful Trial?
Edit Orders	1. Open the Orders queue 2. Select an Order in Pending or Submitted 3. Use FAB to Edit this order 4. Add/Change/Remove product as needed 5. Add Reason for Change 6. Use FAB to save Order	
Inventory Transaction - **Discard for reason other than Quality**	1. Select New Inventory Transaction from tool bar 2. Select Discard Units 3. Select a reason from the drop-down list 4. Use FAB to continue 5. Add Inventory Unit by scanning or typing in Unit Number (DIN) and Product Code +Add 6. If needed, add blood type and expiration date 7. Use FAB to continue 8. Use FAB to Confirm	

Function	Steps	Successful Trial?
Inventory Transaction - **Transfer**	1. Select New Inventory Transaction from tool bar 2. Select Transfer Units 3. Select a destination from the drop-down list or by typing in the customer code and/or name 4. Select Pickup needed yes to give ARC awareness. Pickups will be handled as per current services 5. Use FAB to continue 6. Add Inventory Unit by scanning or typing in Unit Number (DIN) and Product Code +Add 7. If needed, add blood type and expiration date 8. Use radio button to agree to terms 9. Use FAB to continue or save as a Pending Transaction 10. Use FAB to Confirm	
Transfer Partnership	1. Review all partners that you transfer to 2. Review all partners that transfer to you 3. Create a list of each to prepare for developing Transfer Partnerships 4. Consider how your Transfer Partnership may affect your partners – work with your Account Manager	
Inventory Transaction • **Cancel Transfer**	1. Select Inventory from the tool bar 2. Select View Transactions 3. Look for transaction in Transaction Status = Completed or Pending 4. Select Transaction 5. Remove units by using the trashcan on the unit line	
Inventory Transaction - **Returns**	1. Select New Inventory Transaction from tool bar 2. Select Return Units 3. Select Return for Reissue 4. Use FAB to continue 5. Add Inventory Unit by scanning or typing in Unit Number (DIN) and Product Code +Add	

	6. If needed, add blood type and expiration date 7. Use radio button to agree to terms 8. Use FAB to continue or save as a Pending Transaction 1. Use FAB to Confirm	
Billing Adjustments	1. Select New Order from tool bar 2. Select Delivery Type 3. Order Type = Services 4. From drop down select Billing Adjustment Request 5. Complete all fields with ∗ 6. Complete all other fields as applicable 7. Use FAB	
Transfer Board	8. From the Tri-Bar select Admin 9. Select Transfer Board 10. View units listed by Partner Hospitals a. Use the Product Type to search for RBC, SDP, and frozen products b. Use the search function to find ABO/Rh products 11. Add Units to the Board by choosing the My Units Listing tab a. Add units by scanning, typing a DIN in the Search box b. Select the pencil to List or Un-list units from the Board c. Use the radio button to add a unit to the Board	