

**TRAINING UPDATE**

**Lab Location:** SGMC and WAH      **Date Implemented:** 11.20.2017  
**Department:** Processing      **Due Date:** 12.11.2017

**DESCRIPTION OF PROCEDURE REVISION**

**Name of procedure:**

ARC Hospital Order Management Solutions System

**Description of change(s):**

1. This is a new procedure that outlines electronic data entry for most ARC processed including:
  - a. Ordering blood products
  - b. Transferring blood products
  - c. Submitting reference lab workups
2. All staff should receive an e-mail to activate an account. See Stephanie if you did not receive the e-mail.
3. Read this procedure and activate your account PRIOR to face-to-face training.

## Electronic Document Control System



**Document No.:** SGAH.BB985[0]

**Title:** ARC Hospital Order Management Solutions System

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Effective Date:** 22-Dec-2017

**Next Review Date:**

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**Non-Technical SOP**

<b>Title</b>	<b>ARC Hospital Order Management Solutions System</b>	
<b>Prepared by</b>	Yvonne Ngwa	Date: 11/21/2017
<b>Owner</b>	Stephanie Codina	Date: 11/21/2017

<b>Laboratory Approval</b>		
<b>Print Name and Title</b>	<b>Signature</b>	<b>Date</b>
<i>Refer to the electronic signature page for approval and approval dates.</i>		
<b>Local Issue Date:</b>		<b>Local Effective Date:</b>

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

Form revised 3/1/00

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**1. PURPOSE**

The Hospital Order Management Solution, also referred to as Blood Connect allows American Red Cross customers easy access and enhanced visibility and control over online ordering, order status, inventory management and online support.

**2. SCOPE**

This procedure applies to blood products and/or services from the American Red Cross such as:

- Placing an order for blood products and IRL/HLA molecular services
- Checking the status of a placed order
- Submit returns, transfers, and credit requests
- Reporting customer concerns
- Running order history reports
- Reviewing detailed inventory summary

**3. RESPONSIBILITY**

All Blood Bank staff members must demonstrate proficiency on the use of the Blood Connect to ensure adequate inventory levels and minimal wastage and to meet the needs of our hospitals and patients’ transfusion services.

**4. DEFINITIONS**

N/A

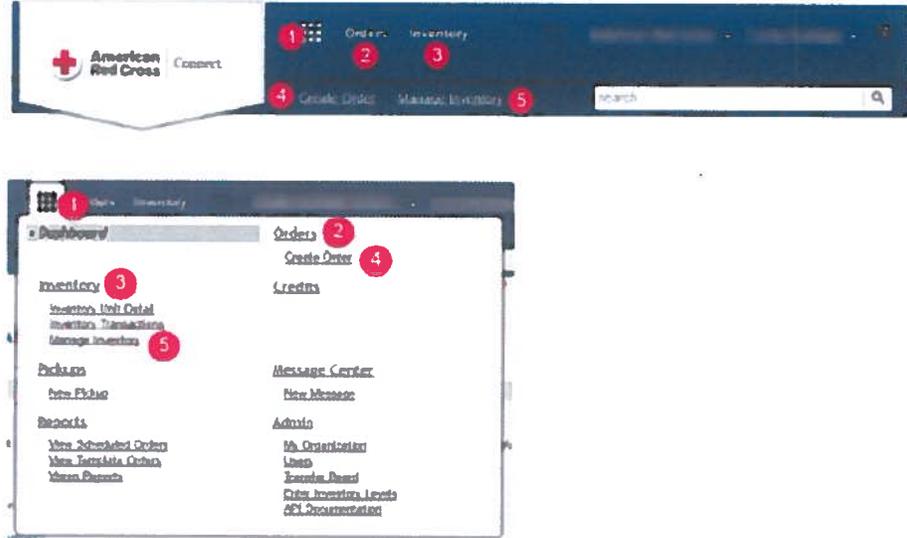
**5. PROCEDURE**

**General Information**

Step	Action
1	Access the system using the following link: <a href="http://www.redcrossblood.org/connect">www.redcrossblood.org/connect</a>

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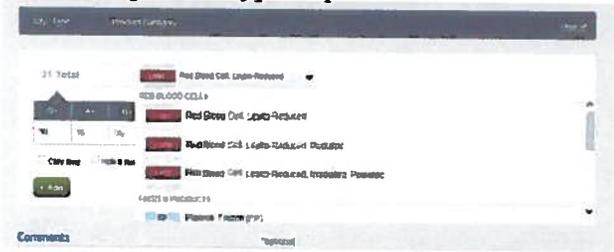
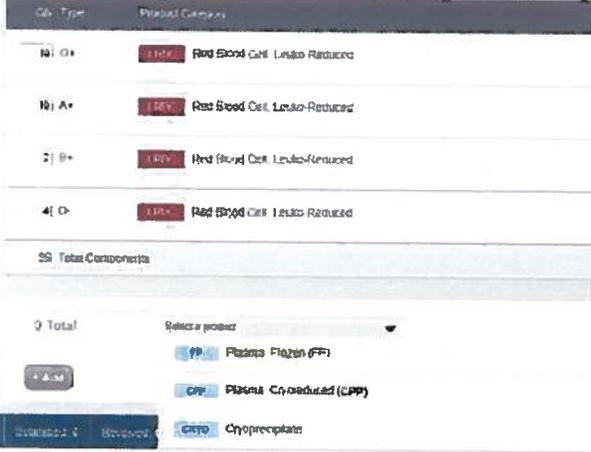
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Step	Action
2	<p>Each user will be required to log into the system with an individual username and password.</p> 
3	<p>Click on the 9-block (1 in pictures) to open the menu.</p> 

### Placing Orders

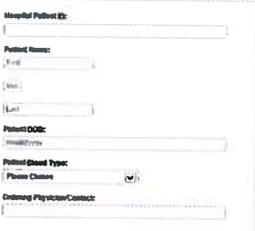
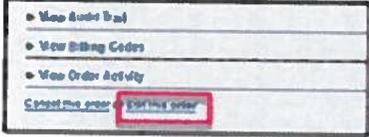
Step	Action
1	Click "Create Order" on the menu.
2	A "Place Order For" screen will appear. Select the correct hospital from the list.
3	<p>Select the shipping priority from the "Shipping options" dropdown.</p> 
4	<p>Select the "Order type" from the menu. Options include</p> <ul style="list-style-type: none"> <li>A. Standard</li> <li>B. Antigen Screened</li> <li>C. HLA Matched</li> <li>D. Autologous</li> <li>E. Directed</li> <li>F. Services</li> </ul>

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Step	Action
5	<p>If “Standard” is selected, a field will open to select the products you are requesting.</p> <p>A. Select the product type requested.</p>  <p>B. Enter quantity of each product by ABO/RH in the corresponding box</p>  <p>C. Check the box for CMV Neg or HgB S Neg as applicable. Please note that all products entered in the grid when the box is checked will meet the CMV/HbS criteria.</p> <p>D. Click “Add.”</p> <p>E. If additional products are needed, repeat the steps above.</p>  <p>F. Click “Continue” when all products have been requested.</p>

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Step	Action
6	<p>If antigen-screened units are requested, click the antigens for which the product must be negative. At the "Antigen Options" prompt, select one of the following:</p> <ul style="list-style-type: none"> <li>A. Historical means the donor has historically typed negative on at least two prior donations for the antigen.</li> <li>B. Antigen tested means ARC must test for the antigen in question.</li> </ul>  <p>Patient information will be requested for antigen screened units and HLA matched products. Complete the patient information that is requested. Enter BB information at the ordering physician prompt.</p> 
7	<p>Review the order. If additional changes need to be made, click "Go Back" to return to the previous page. Click "Submit" when the order is complete.</p>
8	<p>Orders can be edited while they are in the "submitted" stage. Contact ARC to edit or cancel the order after receipt.</p> <ul style="list-style-type: none"> <li>A. Click "Cancel this order" to cancel the entire order.</li> <li>B. Click "Edit this order" to edit the order.</li> <li>C. Click "Save" after changes are made.</li> </ul> 

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### Service Orders

Step	Action
1	Service orders are used to submit requests for: A. HLA testing B. Reference lab workups C. Molecular testing D. Platelet crossmatching E. Billing adjustments F. Customer concerns
2	Click "Create Order" on the menu.
3	A "Place Order For" screen will appear. Select the correct hospital from the list.
4	Select the shipping priority from the "Shipping options" dropdown. 
5	Select the appropriate service from the list.
6	An electronic form will open based on the service requested. Complete the requested prompts. Then, click "Continue."
7	Print two copies of the "Service Request" form. Include one form with the sample shipment and keep one copy with the workup in blood bank.  Complete the "Urgency Assessment Tool" and "Urgent Release of Test Results" forms as required.
8	A beaker icon will appear next to the order status in Connect when the reference lab receives the specimen.
9	Test results will be uploaded as PDF attachments when the workup is complete.

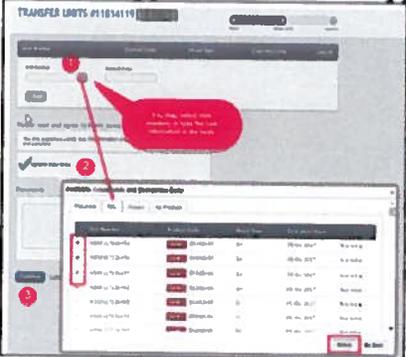
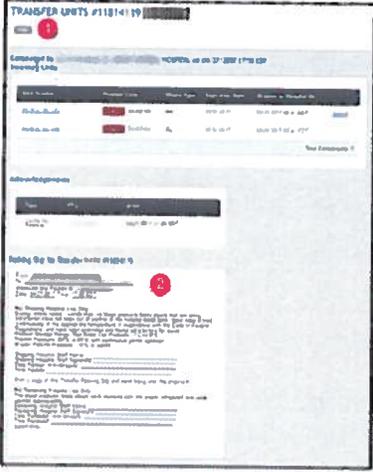
### Credit Requests

Step	Action
1	Click "Credits."
2	Enter the unit number at the prompt and click "request credit."

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### Transferring Units Between Hospitals

Step	Action
1	<p><b>Hospital Shipping Out</b></p> <ol style="list-style-type: none"> <li>A. Click "Manage Inventory."</li> <li>B. Select the correct hospital from the list.</li> <li>C. Click "Transfer Units."</li> <li>D. Click "Now" in the "transacted at" field. (In the past is used to document transactions that were transferred at a previous time).</li> <li>E. Select the transfer location from the dropdown menu.</li> <li>F. Press "Continue."</li> <li>G. Enter the unit number and product code for the first unit to be transferred. Then, click "Add."</li> <li>H. Repeat step G for each unit to be transferred.</li> <li>I. Agree to the terms of transfer.</li> <li>J. Select "Continue."</li> <li>K. Print a copy of the packing slip.</li> <li>L. Complete the shipping hospital documentation on the packing slip.</li> <li>M. Make a copy of the packing slip.                         <ol style="list-style-type: none"> <li>a. Include one copy with the products for transfer.</li> <li>b. File one copy with the ARC shipping forms.</li> </ol> </li> </ol> <div style="text-align: center;">   </div>

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Step	Action
2	<b>Receiving Hospital</b> A. Click "Manage inventory." B. Select the appropriate hospital from the list. C. Click "Make units available." D. Enter the unit number and product code for each unit transferred in. Then, click "add." E. Complete the packing slip documentation and file.

**Returning Units**

Step	Action
1	This function is used when returning a unit to ARC. ARC must approve the request to return units prior to shipping.
2	Select "Managed Inventory."
3	Select the correct hospital from the list.
4	Select "Return units."
5	Select the reason for the return from the list. Options include: A. Return for reissue B. Return for quarantine C. Return due to outdate
6	Enter the unit number and product code for the unit to be returned. Then, click "Add."
7	Agree to the terms of the return request and submit.
8	The ARC will evaluate the request and notify the hospital if approved.
9	Print two copies of the packing slip. A. Return one copy with the products. B. File one copy with the ARC invoices.

**6. RELATED DOCUMENTS**

SOP: Procurement of Blood Products and Desired Inventory Levels

SOP: Transfer of Blood Products

Form: ARC Urgent Release of Test Results Form

Form: ARC Biomedical Services After-Hours Patient Urgency Assessment Tool Form

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**7. REFERENCES**

None

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By

**9. ADDENDA AND APPENDICES**

None

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