

TRAINING UPDATE

Lab Location: SGMC and WOMC **Date Implemented:** 4/6/21
Department: Blood Bank **Due Date:** 4/20/21

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:

ARC Hospital Order Management Solutions System

Description of change(s):

This procedure was updated with new features of the ARC system.

1. How to look up the order number of a service request.
 - a. This must be entered in the appropriate field when a BBREF test is ordered.
 - b. How to print billing with ARC reference lab results. The billing sheet must be attached to the workup until billing is complete.
2. How to request empty box pickups.

SGAH.BB985 ARC Hospital Order Management Solutions System

Copy of version 1.0 (approved and current)

Last Approval or
Periodic Review Completed 4/5/2021

Controlled Copy of a Manual ID 20681

Next Periodic Review
Needed On or Before 4/5/2023

Location SGMC & WOMC BB vol 7

Effective Date 4/5/2021

Organization Adventist HealthCare

Comments for version 1.0

Approval and Periodic Review Signatures

Type	Description	Date	Version	Performed By	Notes
Approval	Lab Director	4/5/2021	1.0	Nicolas Cacciabeve	
Approval	BB approval	4/5/2021	1.0	Stephanie Codina	
Approval	QA approval	4/5/2021	1.0	Leslie Barrett	
Periodic review	Medical Director	11/11/2019	0.0	Nicolas Cacciabeve	
Periodic review	BB	10/4/2019	0.0	Stephanie Codina	Please send to Yvonne Ngwa for update. They have added a bunch of new features.
Approval	Lab Director	12/4/2017	0.0	Nicolas Cacciabeve	Recorded when document uploaded to MediaLab
Periodic review	Designated Reviewer	12/4/2017	0.0	Nicolas Cacciabeve	Recorded when document uploaded to MediaLab

Approvals and periodic reviews that occurred before this document was added to the MediaLab Document Control system may not be listed.

Version History

Version	Status	Type	Date Added	Date Effective	Date Retired
1.0	Approved and Current	Major revision	4/5/2021	4/5/2021	indefinite
0.0	Retired	First version in Document Control	7/18/2019	12/13/2017	4/5/2021

Adventist HealthCare

Site: Shady Grove Medical Center, White Oak Medical Center

Title: ARC Hospital Management Solutions System

Non-Technical SOP

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

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

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1. PURPOSE

The Hospital Order Management Solution, also referred to as Blood Connect or BloodHub 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
- Submitting returns, transfers, and credit requests
- Reporting customer concerns
- Running order history reports
- Reviewing detailed inventory summary

3. RESPONSIBILITY

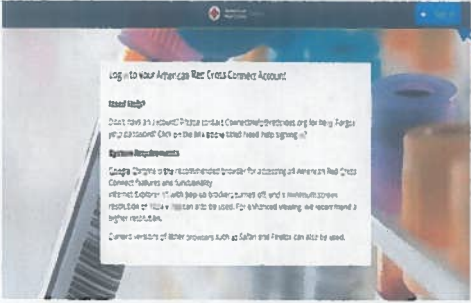
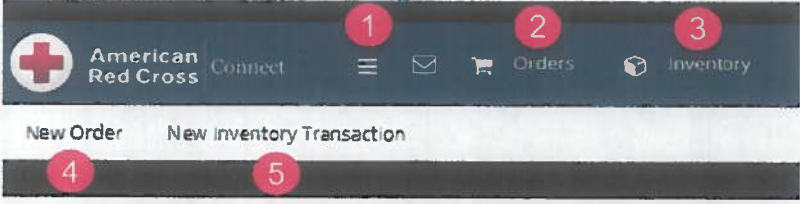
All Blood Bank staff members must demonstrate proficiency on the use of the Blood Connect to ensure adequate inventory levels and minimal wastage and to meet the needs of our hospitals and patients' transfusion services.

4. DEFINITIONS

N/A

5. PROCEDURE

General Information

Step	Action
1	Access the system using the following link: https://arc.bloodhub.com/
2	Each user will be required to log into the system with an individual username and password. 
3	Click on the tri-bar (1) to open the menu. Some options from the tri-bar are also seen as shortcuts on the <i>Dashboard</i> (2,3,4,5 are all Dashboard shortcuts) 

Placing Orders

Step	Action
1	Click "New Order" on the menu or on the Dashboard.
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. Options available include:</p> <ul style="list-style-type: none"> A. Routine B. Delivered by Date/Time C. ASAP D. STAT E. Scheduled
4	<p>Select the "Order type" from the menu. Options include</p> <ul style="list-style-type: none"> A. Standard B. Antigen Screened C. HLA Matched D. Autologous E. Directed (not used at our sites) F. Services
5	<p>If "Standard" is selected, a field will open to select the products you are requesting.</p> <ul style="list-style-type: none"> A. Select the product type requested from the menu. B. Enter quantity of each product by ABO/RH in the corresponding box. C. Check the box for CMV-negative or Hemoglobin S negative, as applicable. Please note that all products entered in the grid when the box is checked will meet the CMV/HbS criteria. D. Click "Add." E. If additional products are needed, repeat the steps above. F. Click "Continue" when all products have been requested.
6	<p>If antigen-negative 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"> A. Historical means the donor has historically typed negative on at least two prior donations for the antigen. These units must be retyped prior to being transfused to a patient that needs antigen-negative blood products. B. Antigen tested means ARC must test for the antigen in question. <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>

Step	Action
7	<p>Review the order.</p> <p>A. Click "Go Back" to return to the previous page if additional changes are needed.</p> <p>B. Click ">" to continue.</p> <p>C. Click "Submit when the order is complete."</p>
8	<p>To edit an order in the "submitted" stage:</p> <p>A. Click "Edit this order" to edit the order.</p> <p>B. Click "Cancel this order" to cancel the entire order.</p> <p>Click "Save" after the changes are made.</p> <p>Contact ARC to edit or cancel the order that has been received.</p>
9	Print a copy of the transaction and save in the pending bin until it is fulfilled.

Service Orders


Step	Action
1	<p>Service orders are used to submit requests for:</p> <p>A. HLA testing</p> <p>B. Reference lab workups</p> <p>C. Molecular testing</p> <p>D. Platelet crossmatching</p> <p>E. Billing adjustments</p> <p>F. Customer concerns</p>
2	Click "Create Order" on the menu.
3	A "Place Order For" screen will appear. Select the correct hospital from the list.
4	<p>Select the shipping priority from the "Shipping options" dropdown. Options available include:</p> <p>A. Routine</p> <p>B. Delivered by Date/Time</p> <p>C. ASAP</p> <p>D. STAT</p> <p>E. Scheduled</p>
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	<p>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.</p> <p>Complete the "Urgency Assessment Tool" and "Urgent Release of Test Results" forms as required.</p>

Step	Action
8	Update the BBREF order with the order number located at the top right corner of the "Service Request" form.
9	A beaker icon will appear next to the order status in Connect when the reference lab receives the specimen.
10	Test results will be uploaded as PDF attachments and ARC will notify us when the workup is complete.
11	Access and print out both the results of the workup and the corresponding billing for using the service number.
12	Enter the results in the LIS and save completed work up and billing for group lead entry.

Credit Requests

Step	Action
1	Select "Discard units" and select the discard reason
2	Scan in the unit number and complete the remainder of the prompts.
3	Click on ">" to continue and confirm the order.
4	Print a copy of the transaction and place with the ARC invoices.

Transferring Blood Products Between Hospitals

Step	Action
1	<p>Hospital Shipping Out</p> <ul style="list-style-type: none"> A. Click "New Inventory Transaction." B. Select the correct hospital from the list. C. Click "Transfer Units." D. Click "Now" in the "transacted at" field. (In the past is used to document transactions that were transferred at a previous time). E. Select the transfer destination from the dropdown menu. F. Click ">" to continue G. Enter the unit number and product code for the first unit to be transferred. Then, click "Add." H. Repeat step G for each unit to be transferred. I. Agree to the terms of transfer. J. Click on  to continue and confirm request. K. Print two copies of the packing slip. <ul style="list-style-type: none"> a. Complete the shipping hospital documentation on one copy and include that copy with the products. b. File the second copy with the ARC shipping forms.

Step	Action
2	Hospital Receiving A. Click "New Inventory Transaction" 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 "New Inventory Transaction."
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 Then select the detailed reason for the option selected above.
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.

Empty Box Pick Up Request

Step	Action
1	This function is used when requesting a pickup of empty boxes.
2	Click on the tri-bar.
3	Select "Inventory" from the menu and then "Pickups."
4	Click on New Pickups and complete the details. Be sure to include the number of boxes in the "comments" section.

Adventist HealthCare

Site: Shady Grove Medical Center, White Oak Medical Center

Title: ARC Hospital Management Solutions System

Step	Action
5	Click on the save button at the lower, right side of the screen to save and print a copy for our records. The request may be discarded when boxes are picked up.

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

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
0	03.28.21	Header: changed WAH to WOMC Section 5: Updated procedure to reflect recent changes and enhancements to BloodHub – Connect 8.3; Updated ARC service ordering information to include, “order number” to be resulted in the BBREF, printing out service order reports and billing slips; Added Empty Box Pickup Process	YNgwa	NCacciabeve

9. ADDENDA AND APPENDICES

None