



University of Washington Medical Center 1959 NE Pacific Street. Seattle, WA 98195 Transfusion Services Laboratory Policies and Procedures Manual	Original Effective Date: 03/27/21	Number: EQ-0013.02
	Revision Effective Date: 07-19-2021	
TITLE: HaemoBank and BloodTrack Courier: Operation & Troubleshooting		

PURPOSE:

To provide instructions for troubleshooting problems with the HaemoBank and BloodTrack Courier Kiosk including emergency access to evacuate blood components and perform maintenance

LOCATION:

Northwest Lab Transfusion Support Service (TSS)


PRINCIPLE & CLINICAL SIGNIFICANCE:




NA

POLICIES:

- Evacuation of blood components using the method specified below should only be used when BloodTrack Courier is offline. When BloodTrack Courier is available use the standard bulk move out process outlined in SOP ***Returning Blood Components to Montlake from Northwest Campus***
- For issues with the SATO printer that prints Transfusion Record labels for blood component removed from the HaemoBank refer to SOP ***HaemoBank SATO Printer: Operations and Troubleshooting***

Definitions

Name	Description
HaemoBank	Temperature controlled point-of-care storage device (refrigerator) utilized by NW to store red blood cell components (RBC). RBC are loaded, unloaded, remotely allocated and issued from this device using Blood Track Courier software. 
BloodTrack Courier software	Software that runs on the BloodTrack kiosk which controls access to the HaemoBank. BloodTrack Courier is used to load, unload blood components and issue blood components from the HaemoBank.

Name	Description
BloodTrack Kiosk	<p>A standalone computer system that controls access to the HaemoBank for loading, unloading and issuing blood components. The computer runs on a Microsoft Office operating system and includes an intuitive touchscreen interface on the face of the HaemoBank.</p> <p>NOTE: Does not control refrigeration functionality of the HaemoBank.</p> 
Helmer Refrigerator	<p>The refrigerator portion of the HaemoBank for blood storage. Storage temperature and operational alarms are controlled via the i.C3 Information Center centered directly above the door.</p> 
i.C ³ Information Center	<p>The Helmer i.C³ Information Center is integrated into the HaemoBank refrigerator to provide diagnostic information, temperature data and status of the refrigerator. Allows one to monitor and optimize performance of the refrigerator</p> 

REAGENTS/SUPPLIES/EQUIPMENT:

Reagents:	Supplies:	Equipment:
NA	NA	NA

QUALITY CONTROL:

NA

INSTRUCTIONS:

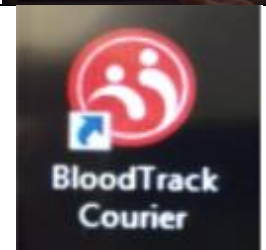
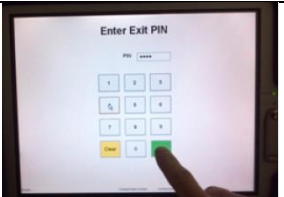
TABLE OF CONTEXT

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- [Maintenance Access to the HaemoBank](#)

Restarting BloodTrack Courier Software

Use when software is frozen, a tray is disabled, or other software error has occurred.

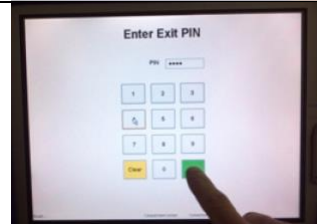
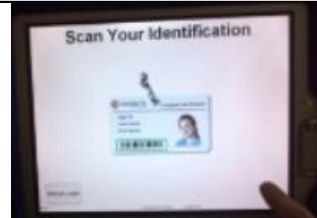
STEP	ACTION	
1	Touch the bottom right area of the BloodTrack Courier screen to access the keyboard as shown in the picture to the right	
	If Unable to exit BloodTrack Courier screen	Then Go to section Shutting Down BloodTrack Courier Kiosk
2	<ul style="list-style-type: none"> Enter exit pin, 1 2 3 4 Touch <Ok> 	
3	Double click on the <BloodTrack Courier> icon on the Windows home screen	
4	If connectivity is Restored	Then No further action is required
	Not restored	Go to next section Restarting BloodTrack Kiosk





Restarting BloodTrack Courier Kiosk

Use when restarting the BloodTrack Courier (instructions above) does not resolve problem.


STEP	ACTION	
1	Touch the bottom right area of the BloodTrack Courier screen to access the keyboard as shown in the picture to the right	
	If Unable to exit BloodTrack Courier screen	Then Go to section Shutting Down BloodTrack Courier Kiosk
2	<ul style="list-style-type: none"> Enter exit pin, 1 2 3 4 Touch <Ok> 	



STEP	ACTION							
3	Select <Window Start Menu> icon							
4	Press the arrow and press the “Restart” on the pop-up window to restart NOTE: The HaemoBank and BloodTrack courier will both reinitialize							
5	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 30%;">If connectivity is</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Restored</td> <td>No further action is required</td> </tr> <tr> <td style="text-align: center;">Not restored</td> <td>Go to next section Shutting Down BloodTrack Courier Kiosk</td> </tr> </tbody> </table>	If connectivity is	Then	Restored	No further action is required	Not restored	Go to next section Shutting Down BloodTrack Courier Kiosk	
If connectivity is	Then							
Restored	No further action is required							
Not restored	Go to next section Shutting Down BloodTrack Courier Kiosk							

Shutting Down BloodTrack Courier Kiosk




Perform when BloodTrack courier is frozen and unable to restart. Consult with TSS supervisor or Lead prior to performing the following steps.

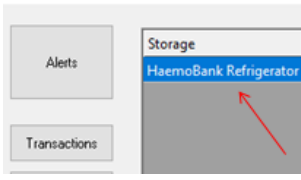
STEP	ACTION							
1	Locate the black “ ON/OFF ” button on the access console on top of the HaemoBank, above the PC monitor towards the back of the device. The button can be found just below the blue power cord plug.							
2	<ul style="list-style-type: none"> Push the power button once to shut the PC down Allow the PC to shut down completely 							
3	Push the power button again to power on and restart the PC <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 30%;">If PC</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Powers on and restart</td> <td> <ul style="list-style-type: none"> PC will power on and restart BloodTrack courier will automatically reinitialized </td> </tr> <tr> <td style="text-align: center;">Still frozen</td> <td> Unplug the power cord for the PC <ul style="list-style-type: none"> Locate the cord for the PC on top of the HaemoBank. Press down on the yellow button and turn the cord to unplug Wait 20 seconds before plugging the PC back in </td> </tr> </tbody> </table>		If PC	Then	Powers on and restart	<ul style="list-style-type: none"> PC will power on and restart BloodTrack courier will automatically reinitialized 	Still frozen	Unplug the power cord for the PC <ul style="list-style-type: none"> Locate the cord for the PC on top of the HaemoBank. Press down on the yellow button and turn the cord to unplug Wait 20 seconds before plugging the PC back in
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If connectivity is	Then							
Restored	No further action is required							

STEP	ACTION	
	Not restored	Contact Haemonetics technical support line

Emergency Access for Evacuation of Blood Components

Perform to evacuate blood components during unplanned downtime due to refrigeration or power failure.

STEP	ACTION	
1	Call the ML TSL to let them know blood components are being evacuated due to temperature or power failure.	
2	Locate the Helmer iC ³ user interface on the front of the HaemoBank device above the main door	
3	Touch the APPS icon  on the bottom left side of the screen to view the iC ³ applications	
4	<ul style="list-style-type: none"> • Scroll to the right and locate the lock padlock icon • Touch the locked padlock icon  on the screen 	
5	Access control screen will display a keypad for accessing the device door	
6	Enter the passcode 9972 when prompted	
7	Padlock icon will display unlocked and an audible click will be heard	
8	Open the main door	
9	Unlock the emergency bypass handle with the "Bypass Handle" key from the key hook on the inside of the storage compartment below the printer drawer. NOTE: The HaemoBank will now be offline. Contact NW or TSL lead or supervisor to bring online.	
10	Rotate the bypass release handle counterclockwise to a vertical position to release the locking mechanism for all trays	
11	Pull out the trays and remove all blood components	
12	Rotate the emergency bypass handle clockwise to secure the locking mechanism for all trays	
13	<ul style="list-style-type: none"> • Lock the emergency bypass handle • Remove the compartment assembly key 	
14	Close the main door NOTE: Main door will lock	
15	Place all blood components in monitored back up refrigerator	

STEP	ACTION
16	<p>Print current inventory list from BloodTrack manager</p> <ul style="list-style-type: none"> • Log into 'BloodTrack Manager' • Right click on < HaemoBank Refrigerator > • Select <Inventory List> • Click <Print to print inventory list • 
17	<p>Update the status of each blood component to 'Out' in BloodTrack Manager unit status to "Out" for each blood component removed from the HaemoBank</p> <ul style="list-style-type: none"> • Click on <Transactions> • Login • Select "Update Unit" • Scan or enter component ID number • Select <Out > form the 'State" dropdown box • Click <Update> at bottom of screen • Repeat for all components removed
18	Return key to designated storage location


Bringing HaemoBank Online After Emergency Access (Bypass Rest)

To be performed by supervisor or lead only (or with approval) after the HaemoBank is confirmed to be acceptable for the storage of blood components and operational for patient use.

STEP	ACTION
1	Confirm that the bypass handle is locked
2	Touch the top right area of the BloodTrack Courier screen to access the BloodTrack Courier Configuration Screen.
3	Enter the passcode 19651955 when prompted
4	Touch the <Door Lock Test> button.
5	Touch the <Reset Bypass> button.
6	Touch the <Done> button.
7	Touch the <Cancel> button to return to the main screen.

Maintenance Access to the HaemoBank

When access to the refrigerator is needed for annual maintenance and TempTrak probe calibration

STEP	ACTION
1	<p>Open the HaemoBank door to access the chamber temperature probe</p> <ul style="list-style-type: none"> • Touch Home, i.C³ APPS, • Touch Padlock icon  <ul style="list-style-type: none"> • Enter password 9972 • Door unlocks

CALCULATIONS/INTERPRETATIONS/RESULTS REPORTING/NORMAL VALUES/CRITICAL VALUES

NA

PROCEDURE NOTES AND LIMITATIONS:

Haemonetics Technical Support Line 1-800-743-5637

REFERENCES:

BloodTrack Courier Manual

RELATED DOCUMENTS:

SOP *Returning Blood Components to Montlake from Northwest Campus*

SOP *HaemoBank SATO Printer: Operations and Troubleshooting*

SOP *Computer and Network Downtime at Northwest Campus*

UWMC SOP Approval:

UWMC CLIA Medical Director	_____	Date _____	
	Mark H. Wener, MD		
Transfusion Service Manager	_____	Date _____	
	Nina Sen		
Compliance Analyst	_____	Date _____	
	Christine Clark		
Transfusion Service Medical Director	_____	Date _____	
	Monica Pagano, MD		
UWMC Biennial Review:			
	_____	Date _____	
	_____	Date _____	

REVISION
05/13/2021: Added an **additional** option when the Kiosk PC cannot be rebooted with the power button