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Indiana University Health

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Pathology Laboratory*

Online Blood Ordering: American Red Cross Connect

PURPOSE:

To describe the procedures for ordering blood from the American Red Cross using the online Connect portal

SCOPE:

This procedure applies to all IU Health AHC blood bank employees.

EXCEPTIONS:

None

DEFINITIONS:

1. Delivery Types:

1. Routine: Will be delivered with the next Standing Order. If the order is placed less than four hours before the next scheduled route begins, then the order will be delivered the next day. This option is the most cost-effective choice.
2. ASAP: Use ASAP for an unscheduled order that is not STAT. These orders will be delivered before the next standing order, but incur fewer fees than STAT orders. This option is the second most cost-effective choice.
3. STAT: Use only for units that are needed in an emergent timeframe. Products delivered from the Indianapolis distribution site can arrive within an hour; products from other facilities will take longer.
4. Delivered By Date/Time: This is only used for Service Orders. Product orders placed using this delivery type will be converted to ASAP.
5. Scheduled and Auto-Reorder is not used by IU Health team members.
6. If there is any question about which delivery option to use, call the ARC distribution site before entering an order.

2. Order Types:

1. Standard: Used for ordering red blood cells, plasma, platelets, and cryoprecipitate. This includes

- products that are CMV negative, irradiated, and HgbS negative if applicable.
2. Antigen Screened: Used for ordering antigen-negative red blood cell products. Includes CMV negative, HgbS negative, and irradiated if applicable.
 3. HLA Matched: Used for ordering HLA-matched platelets.
 4. Autologous and Directed orders are not placed by IU Health team members.
 5. Services: This option is used to submit a service request for HLA, IRL, or Molecular testing, platelet crossmatching, billing adjustments, and to communicate customer concerns.

POLICY STATEMENTS:

1. The ARC website for placing blood orders online is <https://arc.bloodhub.com>.
2. Updates to the ARC portal are published every ~90 days. Refer to the user guide, which can be found on the ARC website **after** you sign in, for any questions on how to use the application.
3. If the ARC portal is not available, or if you cannot sign into the system, orders can still be placed via telephone. Orders placed via telephone will be entered into the ARC portal by ARC staff, and therefore will be viewable by other IU Health users.
4. All Supervisors are configured as administrators of the system and can manage users and reset passwords.
5. Always review each order carefully before submitting. Orders can be edited using the portal until the ARC marks them as received. Call the ARC distribution site if changes need to be made after the order is marked as received.
6. When unit number or product code information is requested, scan the information from the product label when applicable. Typed entries are allowed, but scanning ensures that the correct information is entered.

PRINCIPLE/BACKGROUND:

ARC Connect is an online hospital order management tool powered by Blood Hub.

MATERIALS:

Computer with internet access.

SPECIMEN REQUIREMENTS:

Not applicable

PROCEDURE:

1. Placing regular and STAT orders for RBCs, plasma, platelets, and cryo:
 1. If products need to be irradiated by ARC, ensure that the irradiated product type is selected. Otherwise, do not select this product type.
 2. Add CMV negative and HgbS negative attributes to the units as needed. **NOTE:** CMV neg and HgbS neg attributes will apply to all items added to the order until the green +Add button is pressed. If units are required in a single order both with and without the attributes, they must be added on separate lines of the order.

3. If any attributes are needed, like fresh units <5 days old, add a note in the Comments section.
2. Placing orders for Antigen Screened (Reference Lab) units:
 1. Search for an order template before creating a new order. Ensure that the patient name and MRN matches before proceeding.
 2. Instructions for product orders above apply.
 3. Select if the units need to be confirmed antigen-negative or if historical is acceptable.
 1. If antisera is not available, or if there won't be enough time to test the units at IU Health before they need to be transfused, order **Antigen Tested** units.
 2. If antisera is available and there is enough time to test the units at IU Health before they need to be transfused, order **Historical** units.
 4. At the end of an order, for patients without a template, select the option to save as a template before submitting the order. Use the patient's last name and MRN as the template name.
3. Ordering HLA-matched platelet products: **DO NOT USE THIS FUNCTION** until ARC Portland is online with Connect.
4. Placing a Service Order:
 1. Select the applicable type of service. Note that the most commonly used services will be a Billing Adjustment or Customer Concern.
 2. The only product quality concern that can be communicated by the portal is if we receive a product that was broken or damaged in transit. All other product concerns should be called into the Donor and Client Support Center at (866) 236-3276.
 3. The required information will vary based on the type of Service Order being submitted. Consult with management for assistance in completing any of the information required by the Service Order request forms.
5. Inventory Transactions: Transfer Units
 1. The sending hospital:
 1. Transfer blood products in Cerner (see SOP [BBCP-021](#)).
 2. Transfer the blood products in Connect.
 3. Print the Transfer Packing Slips in Connect and Cerner and place in the shipping box with the blood products. **NOTE:** In order to print the Transfer Packing Slip in Cerner, you must hit Print before you Save (
 4. Package and send blood products to the receiving hospital.
 2. The receiving hospital:
 1. Documents the temperature of the received products and tech initials on the Transfer Packing slip.
 2. Files the Transfer Packing Slip.
 3. Follow [BBCP-010](#) for receiving units.
 4. Places accepted units into inventory and tries to use them before their outdate.
 5. After outdate, monitors transferred products for expiration or transfusion. For products that outdate on the shelf:

1. Transfers units back to the original owner in Cerner.
2. Transfers units back to the original owner in Connect.
3. Notifies the original owner that the units were transferred back.

6. Inventory Transactions: Return Units

1. Group AB RBCs that expire in our inventory can be "returned" for credit.
2. Complete the Return Inventory Transaction and indicate that the units are being returned due to outdate.

APPENDICES/ATTACHMENTS/FORMS/LABELS:

None

REFERENCES:

Always refer to the current version of the American Red Cross Connect Hospital Order Management User Guide, which can be accessed once signed into the ARC Connect website.

POLICY #:

BBCP-037

Attachments:

No Attachments

Applicability

Indiana University Health Pathology Laboratory

