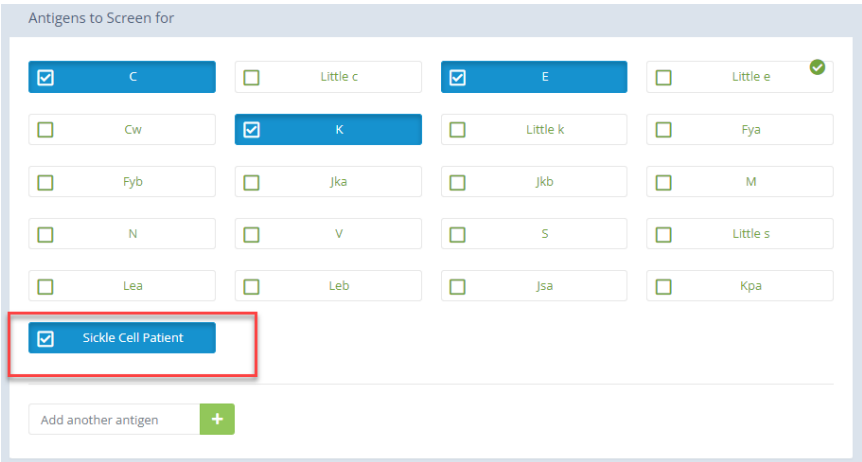| Function	Changes
Service Orders for Patient Testing services	Since 2018 over 159,000 Connect orders have been placed by customers for patient testing in our Immunohematology Reference Labs. The accuracy of all the patient information is critical to ensure testing is complete and accurate. Service Requests for testing in the Red Cross laboratories are especially vulnerable to errors in patient demographic information and clinical history. It is crucial to review this information against hospital records for accuracy and completeness. Incorrect information may lead to inappropriate interpretation of test results. Please emphasize with all staff placing these orders that they represent the official request for products and services. Incomplete or erroneous Service Orders for testing may be returned to the customer for correction OR may require electronic/written authorization from your facility for Red Cross testing staff to make a correction on your behalf. Either of these actions may delay testing of the submitted patient's sample.
IgA Deficient Product Ordering	Ordering product for a patient transfusion with an IgA antibody requires assistance from a Red Cross IRL laboratory. To support the management and handling of these products a new Service Order has been added to Connect. When you require IgA deficient plasma, please submit a Service Order in Connect so the local IRL can assist you with your selection. Once units are procured, the IRL will create an order in Connect for shipment that is linked to your Service Order.
Pre-selected Units	The American Red Cross is discontinuing Test of Record Crossmatch services performed in our Immunohematology Reference labs as of November 1, 2022. To assist you with selection of the most compatible red blood cell products, we will offer pre-selected units for patients when a sample and/or segments for testing have been provided. To order pre-selected units, please use the Immunohematology Consultation Request Service Order found in Connect and check RBC preselected. See example: **5 Test Request** **Investigation Requested** ☐ ABO/Rh ☐ Positive DAT ☐ Antibody Identification ☐ Incompatible Crossmatch ☐ Suspected Transfusion Reaction ☐ Hemolytic Disease of the Fetus and Newborn ☐ Prenatal Antibody ID/Titer/Repeat Prenatal Titer ☐ Red Cell Phenotyping ☑ RBC preselected for compatibility (indicate in Comments if product segments will be provided with patient's sample ☐ Other **Check all that apply** **Summary of serologic problem** (Send copies of current testing)

Scheduled Order Changes	Starting December 1st, all scheduled order volumes will become static.
	
	• Volumes and frequency are fixed
	• Cancellations, in full, may be performed by cancelling the order while in pending status in Connect. At least 12-hours' advance notice is required to cancel an order; once moved to a submitted status, processing has begun, and the order cannot be cancelled.
	• A minimum fifteen-day lead time is needed to process scheduled order changes. Approved change requests will be updated in Connect on the 1st and 15th of each month.
	    • Requests received 1st - 15th of the month, changes will be posted to Connect on the 1st of the following month.
	    • Requests received 16th – 31st of the month, changes will be posted to Connect on the 15th of the following month.
	• Modifications should be communicated to your Account Manager for implementation.
	• Customer Service will not be able to perform scheduled order changes to volumes or products.

Some Connect Functionality that you may not be aware of or may not have adopted. The Red Cross asks that you review these and adopt them immediately if not already in practice. Contact your Account Manager if you have any questions.

New Antigen Tag to identify Sickle Cell Patients	When ordering Antigen Negative blood for a sickle cell patient, we ask you to also check this new antigen button in addition to the needed antigens to allow for better tracking.