



## BloodSTAR/BloodNet Downtime Process

Can't connect to BloodSTAR or BloodNet? It may be that your internet service is down or there is a system outage of BloodSTAR and/or BloodNet.

If you are unsure whether the outage is related to your internet connection or due to a downtime of BloodSTAR or BloodNet, you can contact the National Blood Authority (NBA) support team on 13 000 BLOOD (13 000 25663).

### 1. Facility internet connectivity:

If there is an internet connectivity problem at your facility, you should try to logon using a device that isn't linked to your hospital IT service, for example an iPad or personal computer.

- Emergency Authorisation or Dose Change Request - If you require an emergency immunoglobulin authorisation or a dose change for a patient, contact Lifeblood on the numbers below and they will help you with the requirements. For information on an already authorised patient, you can contact your dispenser if they are offsite and have internet connectivity or the NBA support team and we will be able to provide details of the authorisation as required.
- Authorisation Check and Dispense Request – If you are unable to access BloodSTAR/BloodNet on another device, then contact the NBA support team on 13 000 BLOOD (13 000 25663) and we can provide details to you about an authorisation and dispense detail. You will then be able to dispense in BloodNet once the internet is available.

### 2. BloodSTAR/BloodNet downtime:

The NBA from time to time will need to make enhancements and improvements to Blood Sector Systems. The NBA will notify all users of a planned outage approximately 2 weeks before the downtime to assist in your planning. On the day of the planned outage, an alert will be put on the BloodNet and BloodSTAR homepages as a news item.

Unfortunately, there may be instances where there is an unplanned outage of BloodSTAR/BloodNet. The NBA will endeavour to rectify the problem and get the system back up and running as soon as possible.

**During an outage, blood and blood product orders will need to be placed via fax and/or phone to Australian Red Cross Lifeblood**

- Emergency Authorisation or Dose Change Request - If you require an urgent immunoglobulin authorisation or dose change for a patient during a BloodSTAR downtime, then please contact Lifeblood on the numbers below and they will be able to assist.
- Authorisation Check and Dispense Request – For a planned outage, please run the Authorised Patients at my Facility (DSP02) report in BloodNet and print or save the report prior to the outage. You will then be able to view authorisations and dispense doses in your LIS. You will need to enter the dispense episodes in BloodNet once the system is back online.

## OFFICIAL

- *Emergency dispense during an unplanned outage* - If you need to dispense product for a patient with a current BloodSTAR authorisation while BloodNet is unexpectedly down, then you can either dispense off the last dispense information in your Laboratory Information System (LIS) or dispense one dose without the authorisation details and follow up later. **Please note: If you dispense product for a patient without an authorisation, your facility may have to cover the cost of the product.**

### 3. Clinical enquiries

National Lifeblood Authorisation Contact Number

1300 70 77 55

The current Lifeblood Authorisation contact number is experiencing intermittent connectivity issues. Some users have had difficulty when following up authorisation requests. If you are experiencing issues with the national number, please refer to your state or territory number below:

#### Australian Red Cross Lifeblood Contacts

STATE	Business Hours Contacts	After Hours Contacts
ACT	1300 478 348	1300 478 348
NT	08 8928 5116	03 9694 0200
QLD	07 3838 9223	07 3838 9010
SA	08 8112 1341	1300 136 013
TAS	03 9694 0200	03 9694 0200
VIC	03 9694 0200	03 9694 0200
WA	08 9421 2377	08 9325 3030
NSW	1300 478 348	1300 478 348

### 4. Inventory and distribution enquiries

Find the contact details for your respective local Inventory and Distribution by clicking the link below.

[Inventory and distribution | Australian Red Cross Lifeblood \(transfusion.com.au\)](https://www.transfusion.com.au)