Downtime process – BloodSTAR and BloodNet outage

The National Blood Authority (NBA) from time to time will need to conduct scheduled maintenance or make enhancements and improvements to the Blood Sector Systems (downtime period). During these periods, the downtime process has been established for continuation of critical services. This process also applies for unplanned outages when the systems might become unavailable.

We will notify all users of a scheduled maintenance approximately 2 weeks before to assist in planning. News items will also be posted on the homepage of impacted systems as a reminder. In the case of an unplanned outage or interruption, our support number (1300 025 663) greeting message will be updated to provide further instructions.

1. **BloodSTAR** – Emergency authorisation or dose change request

During a downtime period, please call the number below if you require an emergency immunoglobulin authorisation or dose change for a patient. Lifeblood Authorisers may also not have access to BloodSTAR. However, they will assist you with the downtime process.

> **Australian Red Cross Lifeblood - National Authorisation Contact**
>
> Call the number below for clinical support, emergency immunoglobulin authorisation or dose change requests. Authorisation request forms can be found on the BloodSTAR support materials page.
>
> **Phone: 1300 70 77 55**

Where an authorisation request is approved during a downtime period, a retrospective authorisation request will need to be entered into BloodSTAR as soon as practical or within seven working days of the request being approved. Please indicate the authorisation was previously approved during a downtime period.

If required, contact your dispensing facility for existing and active patient's authorisations and treatment plan details. Facilities are directed to print or retain a copy of the **'Authorised Patients at my Facility (DSP02)'** report before a planned downtime period.

2. **BloodNet** – Authorisation check, orders and dispense requests

During downtime periods, Lifeblood will only process urgent and life-threatening orders made by fax or phone. You also will not be able to record dispense episodes into BloodNet.

> **Note:** In an emergency situation, immunoglobulin product may need to be dispensed to a patient without an approved authorisation. To ensure continuity of critical patient care, please dispense products physically and record these retrospectively in BloodNet once the downtime period is over.
>
> For further information, see **4.10** in the National Policy: Access to Government-Funded Immunoglobulin Products in Australia.

2.1. BloodNet – How to prepare for a downtime period

There are important steps you can take to prepare for a downtime period. See the below checklist to help you prepare your stock holdings and check the status of an authorisation during downtime periods.

	Print or save a copy of the **'Authorised Patients at my Facility (DSP02)'** report from BloodNet in **Excel format** prior to the downtime period. This will allow you to view authorisations, treatment plans, patient details and track dispense episodes made during this period.
	Review your current inventory and build up your stock holdings for longer downtime periods. Submit any planned orders before or after the scheduled maintenance.
	Download and/or print your stock order template and blank special-order form from BloodNet in case you need to place an urgent or life-threatening order during this period.
	Have the contact for your Lifeblood Customer Service Delivery (CSD) site on hand to call if an urgent or life-threatening order is made.

2.2. BloodNet – Placing an urgent or life-threatening order during downtime

Orders made during the downtime period will need to be placed via fax and phone to your Lifeblood CSD. Please use your previously saved stock order template or blank special-order form and send the order to your Lifeblood CSD fax number.

> You must call your respective Lifeblood CSD site immediately after an **urgent** or **life-threatening** order is placed to confirm receipt of the order.

Australian Red Cross - Lifeblood Customer Service Delivery (CSD)

Australian Capital Territory	02 6206 6024 **or** 0411 095 344
New South Wales	1300 478 348
Northern Territory	08 8928 5116 **or** 0411 758 025
Queensland	07 3838 9010
South Australia	1300 136 013 **or** 0400 880 409
Tasmania	03 6215 4122 **or** 0419 517 249
Victoria	03 9694 0200
Western Australia	08 6390 0101 **or** 08 9325 3030

2.3. BloodNet – Recording dispense episodes after the downtime period

When the systems are back online, enter any dispense episodes that occurred during the downtime period into BloodNet.