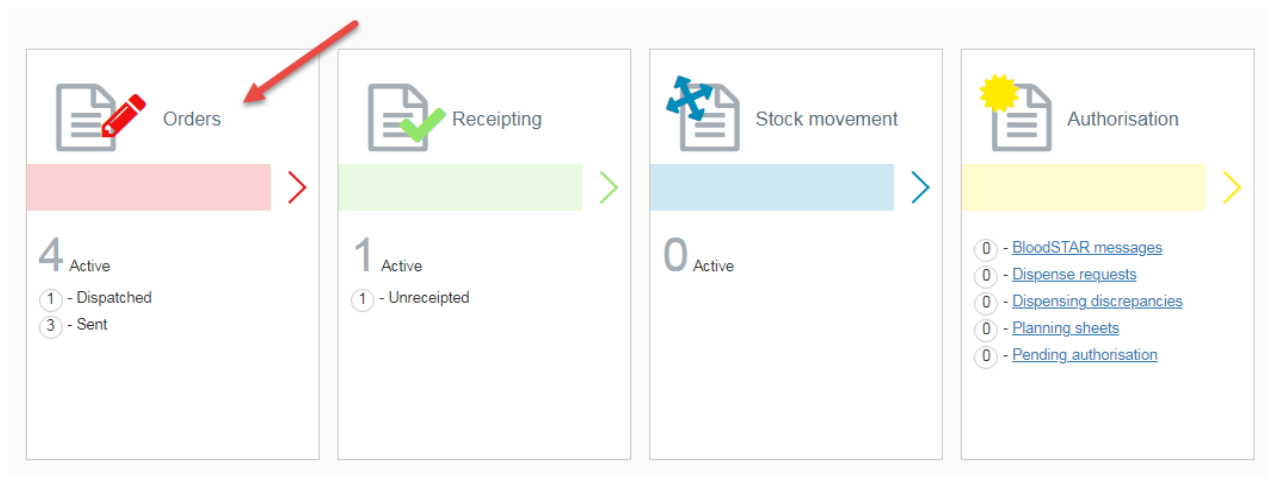


## Creating a Special Order - Tip Sheet

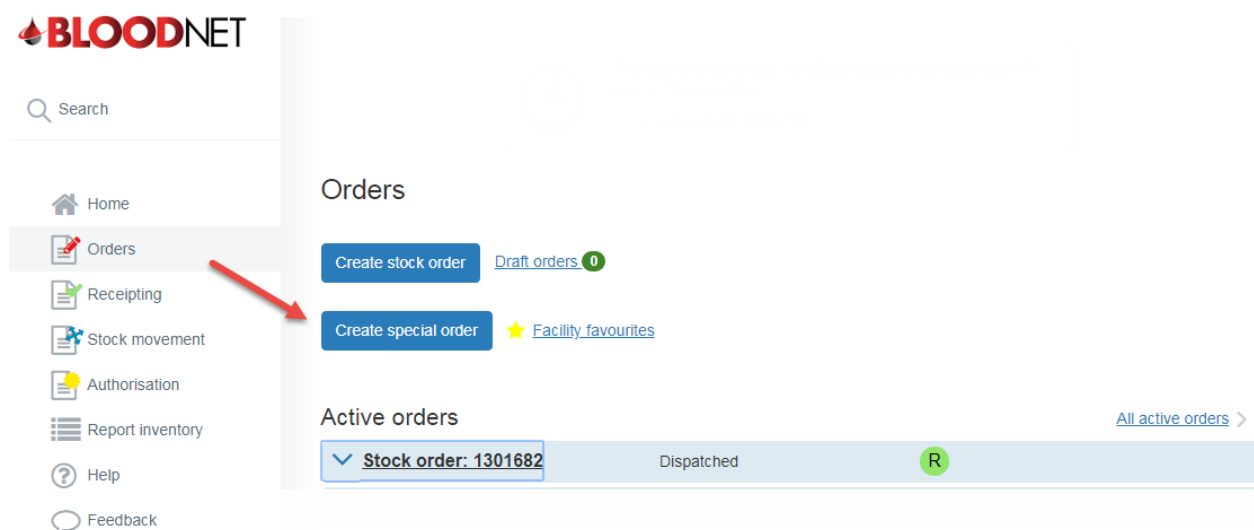
Special Orders are placed when a fresh product is required to have specific modifier(s), antigen requirements or if there is a need for it to be provided to you from the Blood Service for a specific patient. Manufactured products can be ordered as special orders if there is a requirement to have the patient name on the order.

**Please note:** Patient information is not a mandatory requirement and should only be included if absolutely necessary for the order.

1. Click the 'Orders' tile located at the top left of the home page screen.



2. Click the 'Create Special Order' button.



3. Select the required urgency/priority of the order and add the required items by clicking 'Add Component' or 'Add product'.

**Please note:** Fresh products are located in 'Add component' and manufactured products are located in 'Add Product'.

**BLOODNET**

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### Create special order

① - Order items

Priority:  Routine  Urgent  Life Threatening

Items

**!** Add component or product to get started

[Add component](#) [Add product](#) [Copy previous special order](#)

[Cancel and return to orders dashboard](#)

4. Once the component/product is selected, fill in all the required information and click either 'Save Component/Product' or 'Save or add another component/product' if more items are required.

**BLOODNET**

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### Add component

**i** Complete the relevant details and save.

Component details

Component \*  **\*** Required field  
**x** Component is mandatory.

**i** If required, enter patient details below.

Family name

Given name

UR number

Gender

Date of birth  dd/mm/yyyy

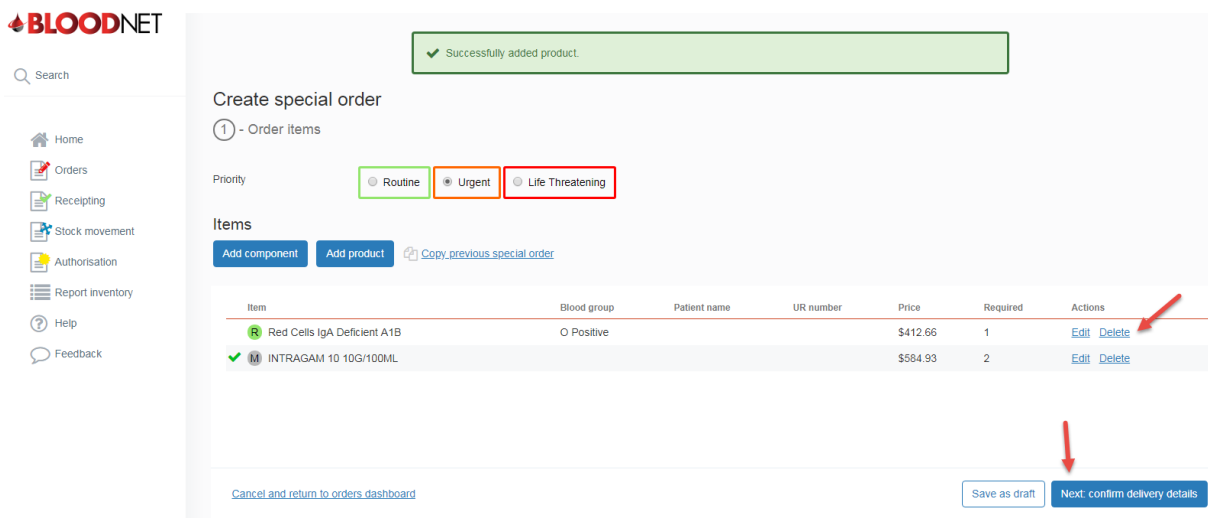
Infusion date  dd/mm/yyyy

Medical condition

[Cancel and return to create special order](#)

[Save component](#) [Save and add another component](#)

5. Review the order details and edit or delete as required and then click 'Next: confirm delivery details'.



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Create special order

1 - Order items

Priority:  Routine  Urgent  Life Threatening

Items

[Add component](#) [Add product](#) [Copy previous special order](#)

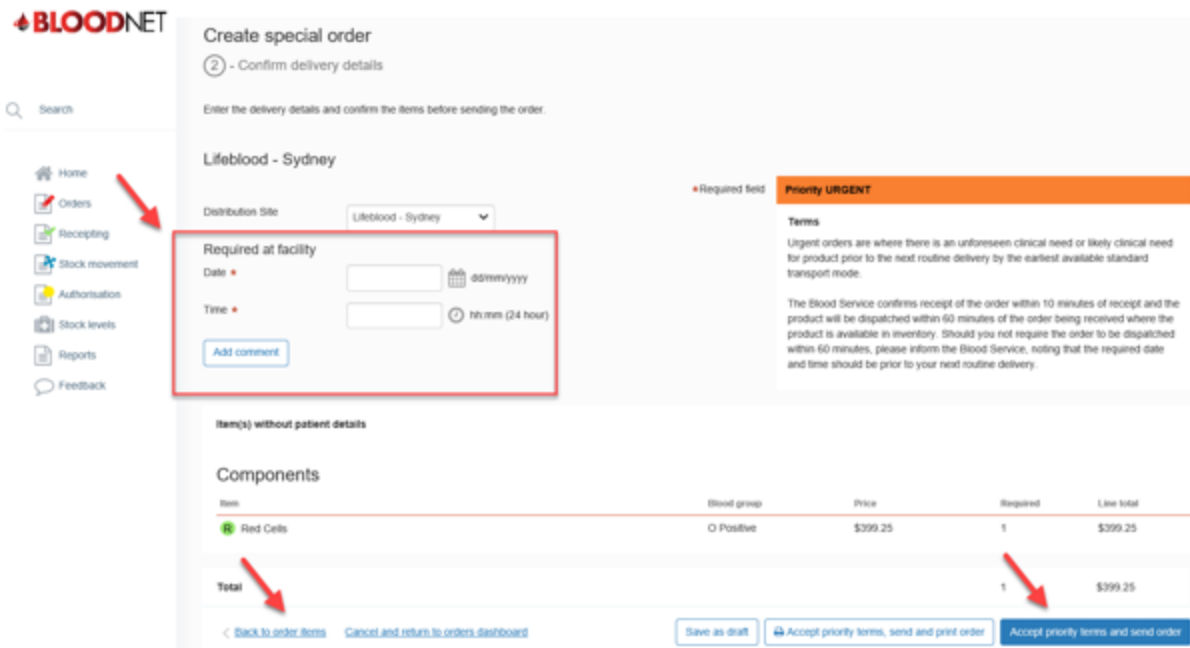
Item	Blood group	Patient name	UR number	Price	Required	Actions
Red Cells IgA Deficient A1B	O Positive			\$412.66	1	<a href="#">Edit</a> <a href="#">Delete</a>
INTRAGAM 10 10G/100ML				\$584.93	2	<a href="#">Edit</a> <a href="#">Delete</a>

[Cancel and return to orders dashboard](#) [Save as draft](#) [Next: confirm delivery details](#)

6. Enter the delivery details, add any relevant order/delivery comments and ensure the order details are correct.

**Please note:** If you wish to edit the order, click on 'Back to order items' and amend the order as necessary.

7. Click 'Send order/Accept priority terms and send order' to finalise and send the order to the Australian Red Cross Lifeblood.



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Create special order

2 - Confirm delivery details

Enter the delivery details and confirm the items before sending the order.

Lifeblood - Sydney

Distribution Site: Lifeblood - Sydney

Required at facility

Date:

Time:

[Add comment](#)

Required field: **Priority URGENT**

Terms

Urgent orders are where there is an unforeseen clinical need or likely clinical need for product prior to the next routine delivery by the earliest available standard transport mode.

The Blood Service confirms receipt of the order within 10 minutes of receipt and the product will be dispatched within 60 minutes of the order being received where the product is available in inventory. Should you not require the order to be dispatched within 60 minutes, please inform the Blood Service, noting that the required date and time should be prior to your next routine delivery.

Item(s) without patient details

Components

Item	Blood group	Price	Required	Line total
Red Cells	O Positive	\$399.25	1	\$399.25
<b>Total</b>			<b>1</b>	<b>\$399.25</b>

[Back to order items](#) [Cancel and return to orders dashboard](#) [Save as draft](#) [Accept priority terms, send and print order](#) [Accept priority terms and send order](#)

**Important:** If your order is Urgent or Life Threatening, you **MUST** select the appropriate priority in step 3. Do not write the priority in the comments box. All Urgent or Life threatening orders **MUST** be followed up with a phone call to your local Lifeblood Customer Delivery. Contact details are located on the top right of the BloodNet homepage.