BLOODNET

BLOODNET USER MANUAL

***Streamline** your blood orders with Australia's national online blood ordering system*

June 2016
Version 25.1

NATIONAL BLOOD AUTHORITY
AUSTRALIA

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BLOODNET

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The document should be attributed as the *BloodNet User Manual, v25.1* published by the National Blood Authority.

1.BloodNet

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au

BLOODNET

1.1 About BloodNet

Operated by the National Blood Authority (NBA), BloodNet is Australia's online blood ordering and inventory management system, enabling staff in pathology laboratories to place orders online for blood and blood products, review inventory levels and to record the final fate of each unit (e.g. discarded, transferred or transfused).

Data from BloodNet is used to:

- Support supply and demand management including supply planning
- Determine the quantities and locations of blood stocks, nation-wide on a daily basis
- Improve the supply process and provide daily feedback to the Blood Service
- Report on the extent to which supply is meeting demand
- Support approval of payments for blood products
- Monitor wastage
- Monitor the movement of Blood and Blood Products throughout Australia

It is therefore important that BloodNet is used comprehensively and correctly by all pathology laboratory users.

1.2 Website Addresses

BloodNet is accessible through the BloodPortal which is a live internet site. Computer users must be able to access the internet site to log into and work with BloodNet. This may require firewall or other configuration.

To access BloodNet, click on the BloodPortal button on the NBA website at http://www.blood.gov.au

1.3 Document Control

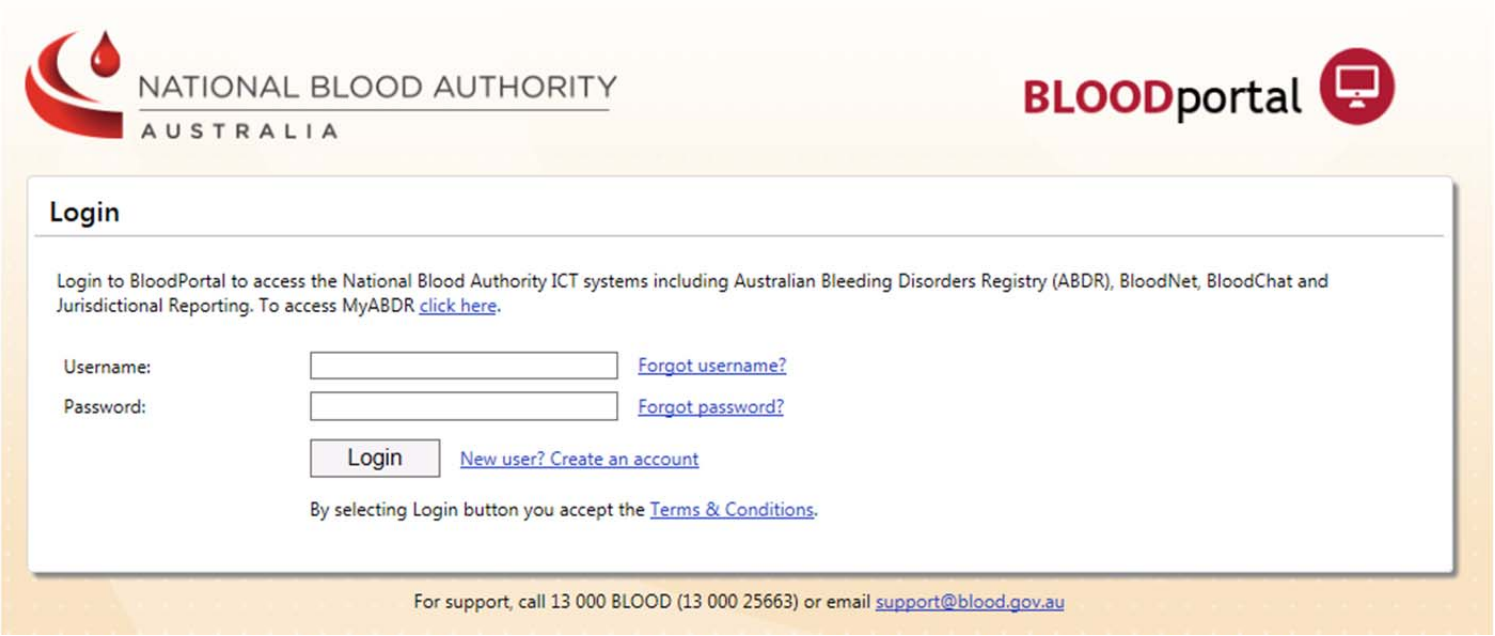
The latest version of the BloodNet User Manual is available from the NBA website (http://www.blood.gov.au/bloodnet) and under the "Help" tab within the BloodNet site. Printed copies of the manual are uncontrolled documents.

1.4 Glossary

BloodPortal	The central user management and authentication system that provides access to BloodNet and a range of other blood sector systems operated by the NBA. Users can also update their contact details held by the NBA and subscribe to a range of mailing lists relating to transfusion within the BloodPortal.
Blood Service	Australian Red Cross Blood Service
Facility Administrator	A user who can place orders, receipt and fate products, and can also modify BloodNet configuration for their hospital/facility. This user can also approve the access of other users for their hospital/facility.
Facility User	A user who can place orders and receipt and fate products for their hospital/site
LIS	Laboratory Information System
LIS Administrator	Responsible for monitoring and configuring anything required for LIS interfacing with BloodNet
NBA	National Blood Authority
System Administrator	Member of the NBA's Blood Systems Support Team who can modify any parameter within BloodNet

1.5 Registering for the BloodPortal as a New User

Navigate in a web browser to https://portal.blood.gov.au and click on “New User? Create an Account”, as highlighted by the red arrow below.



BLOODNET

Register

Personal Details

Red asterisk indicates a mandatory field

Username: *
Title:
Given Name: *
Last Name: *
Job Title: *
Organisation: *

Contact Details

This email address field is used to send through your temporary password both upon completing your registration and for any password reset

Email Address 1: *
Email Address 2:
Work Phone 1:
Work Phone 2:

This mobile number is used to send through your password as an alternative to an email option

Mobile Phone 1: * (e.g. +61 412 000 000)
Mobile Phone 2: (e.g. +61 412 000 000)
Fax:

Contact Address

Mailing Address Line 1:
Mailing Address Line 2:
Suburb/City:
State:
Postcode:
Country:

Security Questions

These security questions are used to verify your identity if you forget your username

Please choose the most relevant security questions, as you must answer these if you forget your login details

Security Question 1: *
Security Answer 1: *
Security Question 2: *
Security Answer 2: *

Communication from the National Blood Authority

At the time of registering for BloodPortal and when using the system the National Blood Authority collects your personal information to work out whether you can be registered and to manage your user account. It is also used to self-populate your identity and contact details when registering for other National Blood Authority ICT systems including the Australian Bleeding Disorders Registry (ABDR), BloodChat, BloodNet, Jurisdictional Reporting and a variety of mailing lists. In this way, BloodPortal provides users with a single place where they can directly update and correct their contact details with the NBA across several IT systems and subscribe to mailing lists relating to transfusion in Australia. If you choose not to provide the mandatory information on this form then your application for access to BloodPortal cannot be processed. This will prevent you from accessing a range of NBA ICT systems including ABDR, BloodChat, BloodNet and Jurisdictional Reporting. The NBA at times also contacts those involved in the Australian Blood Sector to make them aware of important news and events. Indicate below if you consent to the National Blood Authority (noting that we will not disclose your personal information to a third party) contacting you on an irregular basis in relation to matters affecting the Australian Blood Sector. At any stage you can change your mind and withdraw your consent by emailing the National Blood Authority at support@blood.gov.au.

Please note that a condition of access to some systems (such as ABDR and BloodNet) is that you consent to receive regular updates on matters relating to these systems. Your choice to receive or not, other updates from the NBA will not affect updates relating to ABDR and BloodNet if you are a user of one or both of these systems.

The NBA privacy policy can also be located at http://www.blood.gov.au/privacy. This includes further information on how the NBA manages personal information and how you can complain about the NBA's management of your personal information. For specific privacy questions please call the NBA Legal Counsel on 02 6151 5040 or email privacy@blood.gov.au.

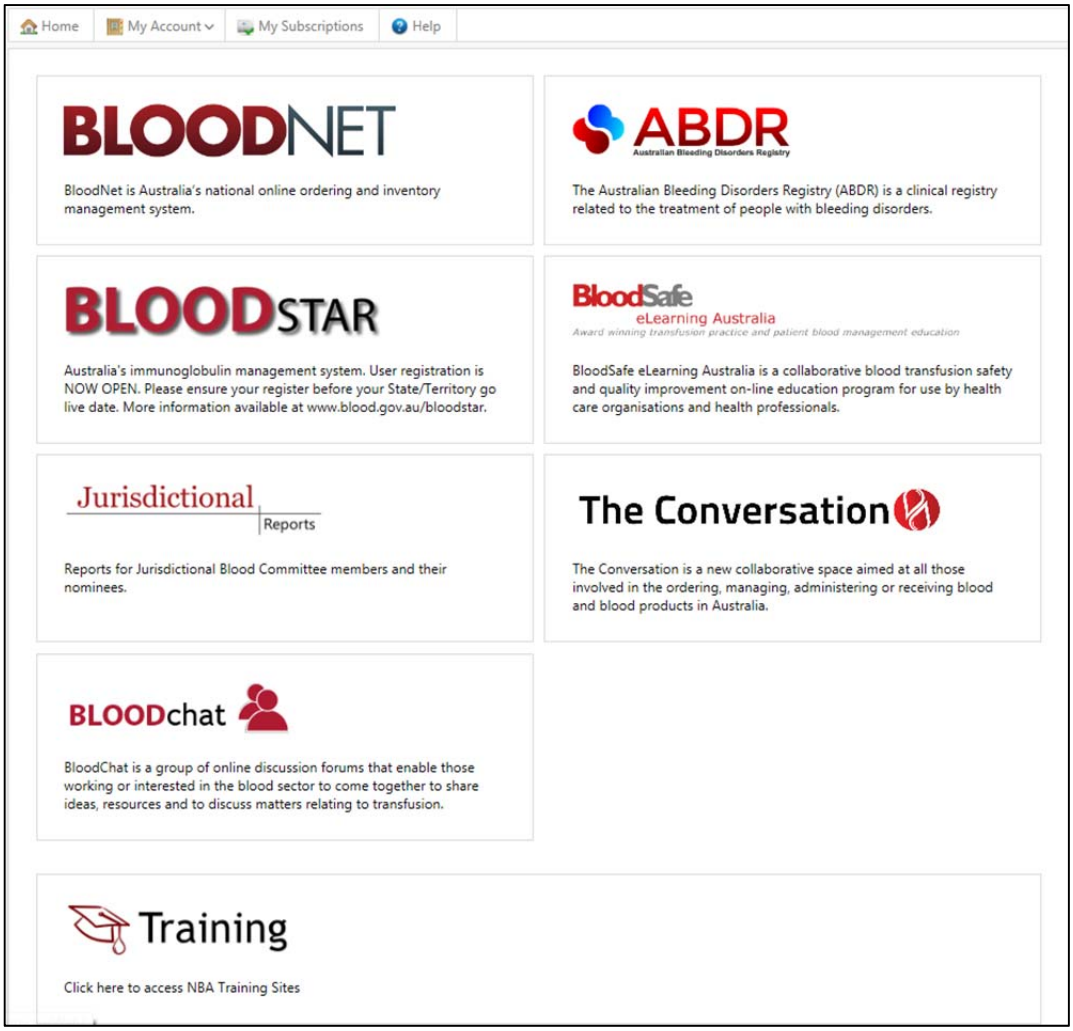
You must choose an option here

○ I Consent
○ I Do Not Consent

Save Cancel

1.7 Requesting access to a BloodNet site

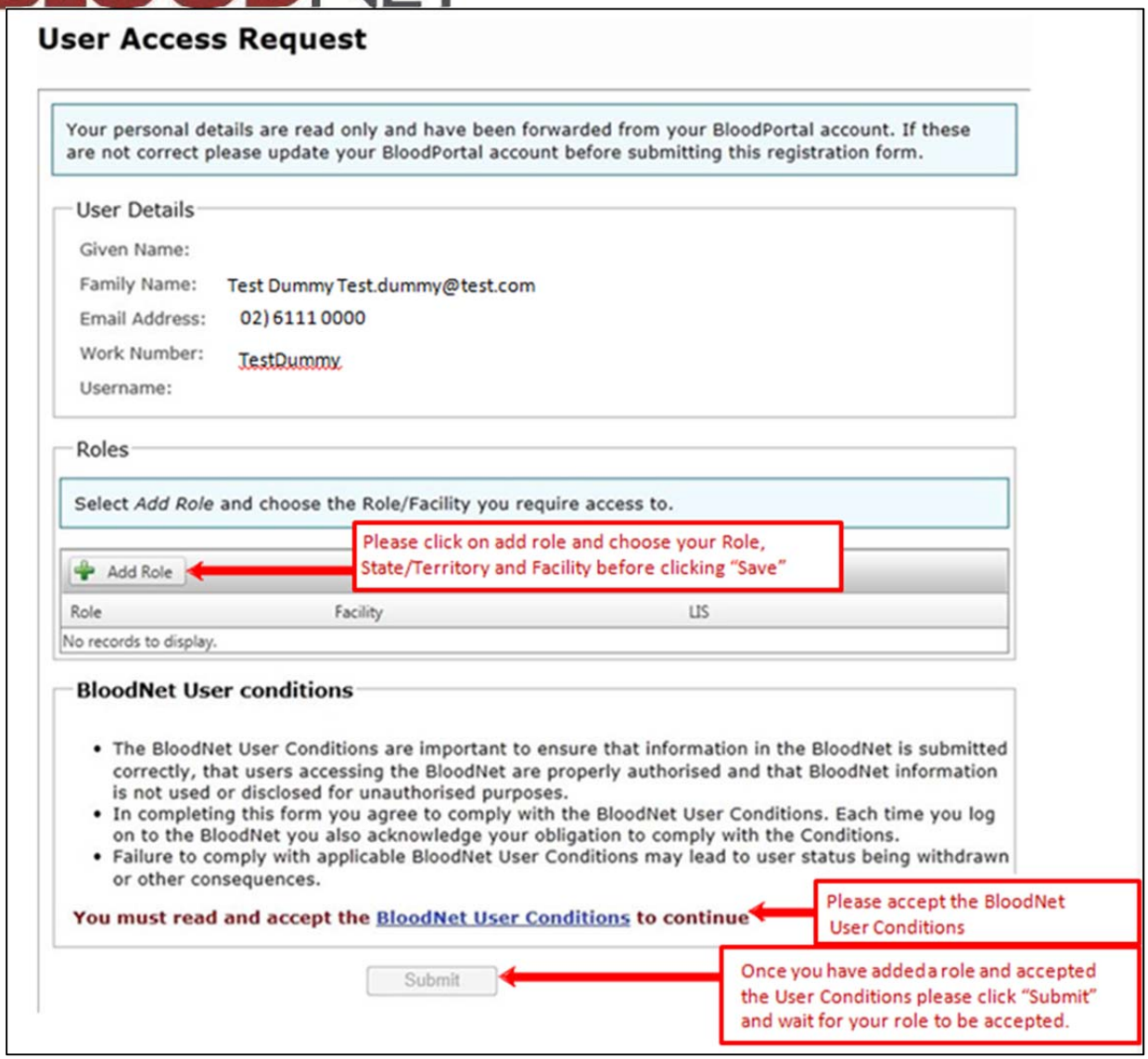
After logging in you will see the BloodPortal home page as shown below.



Please click on the BloodNet link to request access to your BloodNet Facility. You will then be directed to the BloodNet Access Request and Approval page. Please click on "Add Role" and then choose relevant state/territory, facility and respective role as outlined here:

BloodNet Roles:

- **Facility User:** General user of BloodNet to order, receipt and fate blood and blood products
- **Facility Administrator:** Has the ability to order, receipt and fate blood and blood products as well as the access to approve users, change templates and add news items. Facility Administrators are also approved as facility users.
- **Fridge Administrator:** Has the ability to upload record attachments, manage fridge incident notifications and create, modify and delete fridges from the module. Fridge administrators also have the access rights of Fridge Users.
- **Fridge User:** General user of the Fridge Module, can create and edit fridge maintenance records.
- **LIS Administrator:** Responsible for monitoring and configuring anything required for LIS interfacing with BloodNet. You should only select this option if you are involved in implementing a BloodNet-LIS interface at your facility.



Once you have added role that applies to your position please click on the BloodNet User Conditions. Once you have read through them, please click accept to proceed or reject to stop the process. Your acceptance or rejection will be acknowledged by the link turning either green or red. Finally, please click the Submit button; this will forward your access request to your facility administrator for approval.

Please wait for your facility administrator to approve your request. Instructions on how to approve requests for admin can be found in the Administration section below. You will receive an email once the process is complete. You can determine the status of your application on this screen anytime you are logged on by clicking the "Access Request" link on the top right hand side of the screen.

Tips:

- If your access request does not appear on the list of accesses for your facility administrator, make sure that you read and accept the user conditions.
- Access to multiple sites does not require multiple usernames. A user can apply and be given access to multiple sites by clicking 'Access Request' at the top right of any BloodNet page and repeating these steps for the alternate facilities.

1.8 Home Page and Main Menu

After logging into the BloodNet System, you will be automatically directed to the home page. At the top of the page on the right hand side is the session information which includes your name, the facility you are logged in under and the time zone.

The home page displays any news items posted by either Facility Administrators or Blood Systems Support Staff. News items which have been posted by Facility Administrators will only appear on their individual facility's homepage with the author being the Facility Administrator; however news items which have been posted by NBA Support will be visible to all BloodNet facilities. In addition, recent news items from the NBA website will be displayed on an RSS feed on the right hand side of the screen.

There are a number of menu items available on the BloodNet main menu bar:

Home: To return to the home screen. Returning to the home screen will also show alert messages such as pending access requests or inventory is below the stock alert threshold for LIS-enabled sites.
Inventory: For LIS-enabled sites the Inventory screen provides a snap shot of stock levels including Max Stock, Stock Level Alert and On Hand stock. This allows users to view their stock levels without having to create an order. For non-LIS-enabled sites the Inventory Tab also creates an Inventory summary from receipting and Fate in BloodNet, and the ability to share inventory data across numerous BloodNet facilities.
Ordering: Allows the user to place orders and view the status of orders. Order searches and printable order forms are also available here.
Receipting: Allows receipt of orders and searching of issue notes.
Authorisation: Allows BloodSTAR IvIg dispensers to see and dispense against current patient authorisations.
Fate: Allows the user to view or record the discard and/or transfer of units, as well as allocating, dispensing and converting units.
Fridges: Allows for the creation and monitoring of fridge maintenance and compliance across facilities.
Reporting: Provides access to Fate and Inventory Reports.
Administration: Allows Facility Administrators to edit facility details, edit ordering templates, view and action requests for access to BloodNet for your facility and add/edit news items.
Help: Contains links to the latest User Materials, Contact form to email Blood Systems Support staff and a link to the Blood Service Inventory and Distribution centres contact details.
Feedback: Allows submission of feedback regarding BloodNet at any time while using the system, an email is then generated and sent straight to the Support Team.
Change Facility: If you have access to more than one BloodNet facility you are able to switch between them here.
BloodPortal: This will link you back to the BloodPortal page to access other NBA systems and subscriptions.
Access Request: If you need to apply for access to another BloodNet site please click here to add a role at another facility.
Logout: Used to log out of the BloodNet system and BloodPortal application.

1.9 Changing your Facility

If you work at multiple sites and have already been approved to access those BloodNet sites please click on the *Change Facility* to choose the BloodNet facility you need to access. It will then open a list of all the sites you are approved to access.

Once you have located the Facility that you need to access, click "select facility" on the left hand side of the screen and you will be redirected to the home page of that facility.

2. Administration

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au
Fax: 02 6151 5210

2.1 Administration

There are three choices available from the *Administration* menu item:

- Facility Administration
- Access Approvals
- News Management

2.2 Facility Administration

There are three sub-menus under Facility Administration:

- Edit My Facility
- Edit Order Template
- Manage discard locations

Note: These options only appear to Facility Administrators. Facility Users will see View My Facility only.

2.3 Edit My Facility

This function allows editing of facility contact, location and delivery details.

- Hover over the *Administration* menu item, and select *Edit My Facility* from the drop- down list.
- Select the "Edit" button to make necessary changes to the facility details.
- Ensure changes are correct, then click "Update", or
- Click the "Cancel" button at any time to cancel any field changes.

Tips:

- To remove the default delivery method, select the blank option under "delivery method". This will ensure that staff members are required to choose the most appropriate delivery method for each order placed through BloodNet.
- To remove the default Inventory and Distribution site; select the "blank" option under "default distribution site". This will ensure users are required to choose the most appropriate distribution site for each order placed through BloodNet.
- To automatically be taken to Print Screen when the order is 'Sent', select 'Print Order when order sent? To 'Yes'. By default this option is 'No'.
- It is always useful to put a contact person's name in, rather than SCIENTIST IN CHARGE which is the default.

2.4 Enabling Inventory

The ability to enable or disable a BloodNet Inventory Tab from the Edit my Facility function is available from the edit my facility page. For detailed instructions on how to do this and how to then use the Inventory Tab, please see Section 3.2

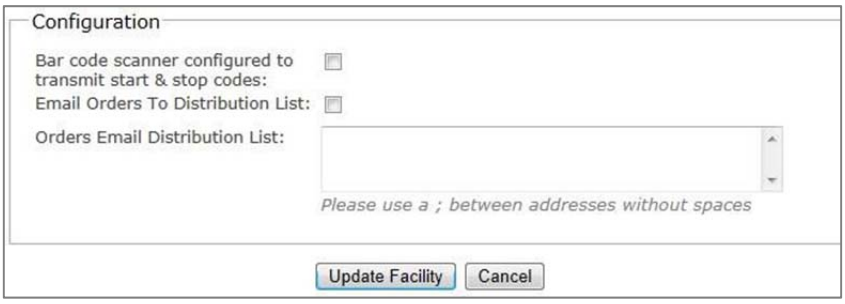
2.5 Configuration

The configuration box at the end of *Edit My Facility* page allows for:

- BloodNet to be configured dependent on the type of local barcode scanners and whether they transmit start/stop codons. Tick the box to turn on/off.
- the setup of an email distribution list to receive an emailed copy of all orders and all sent order failures.

Tips:

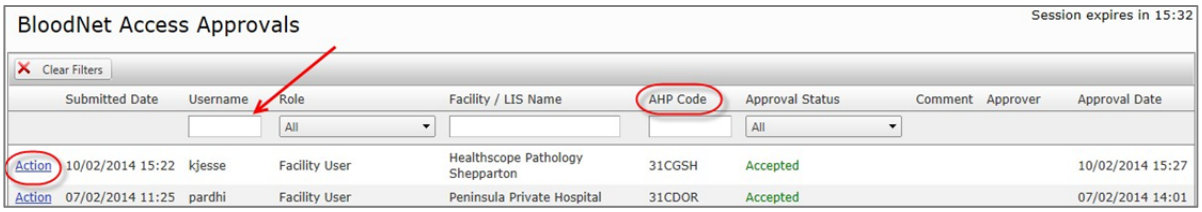
- If your barcode scanner adds a character to the beginning and end of each barcode, making receipting difficult, try changing the ticked box for barcode scanners (pictured above). If the scanning problem persists, contact 13 000 BLOOD.

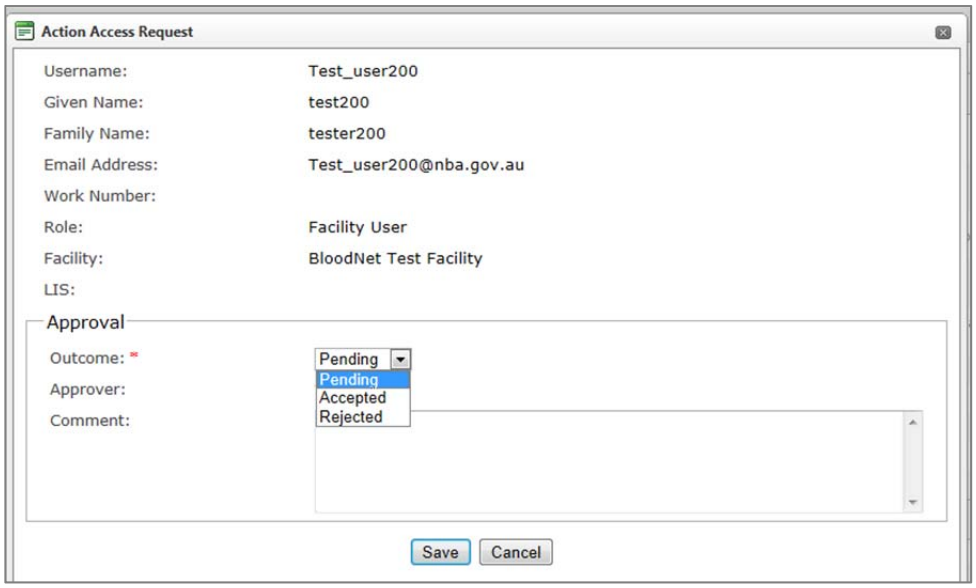


2.6 Access Approval

Facility Administrators can accept or reject access requests to their BloodNet facility using the Access Approvals menu functionality. All requests submitted by staff are automatically assigned to the relevant Facility Administrator. Notification of an access request with applicant's details occurs via email.

- Hover over the *Administration* menu item and select *Access Approvals* from the drop-down list.
- Search for the applicant by entering in their username
- Click on "Action" and select appropriate outcome.





2.7 Status Levels

Pending: The access request is awaiting action until the user is accepted or rejected. All users with pending status do not have access to BloodNet.

Rejected: This is for users who have; requested access to an incorrect facility; discontinued work at a facility; requested access for an incorrect role. These users will not have access to your BloodNet facility.

Accepted: This status is for users who have requested access to the correct facility with the correct role and require access to your BloodNet facility. Once they are accepted they will have immediate access to your BloodNet facility.

2.8 Revoking User Access to a BloodNet site

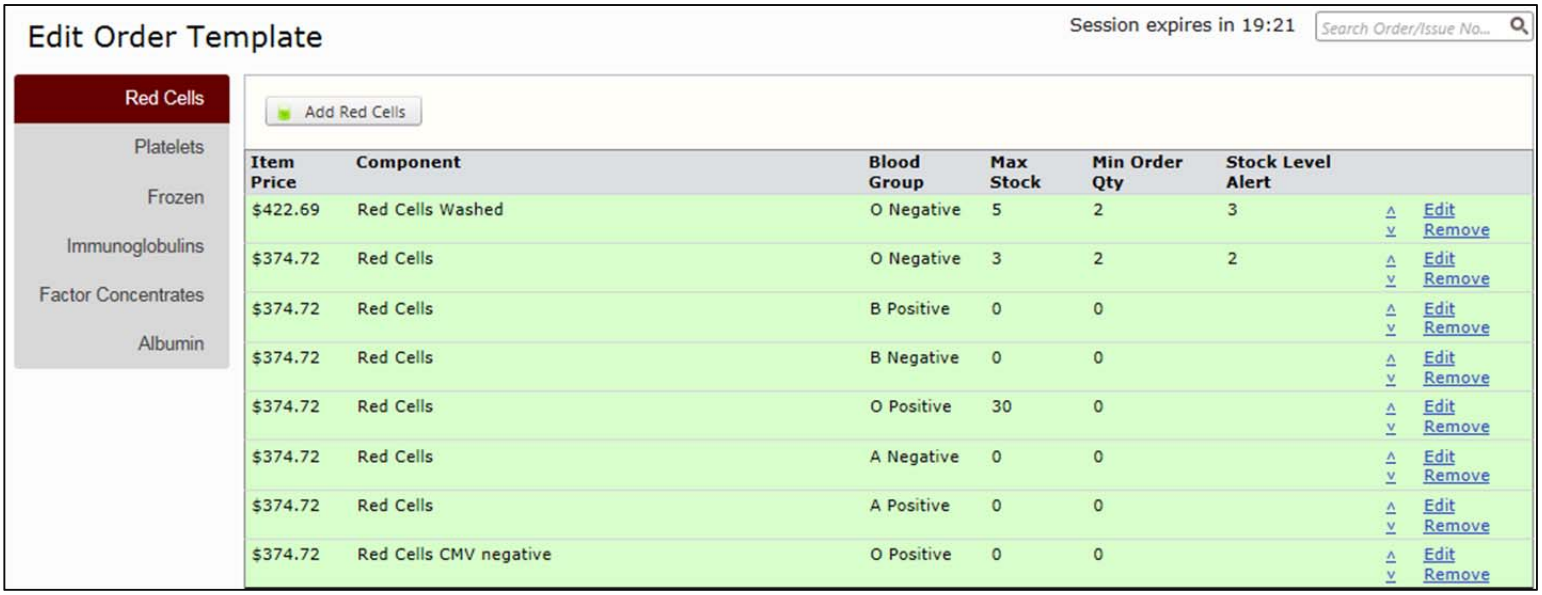
If you are required to reject a user's access search for their username as detailed above, click "action" and change the outcome to "rejected". This may be needed if a staff member has moved onto another lab. Access can also be reinstated if they return to your laboratory in the same way, by searching for their username, clicking "action" and changing the outcome back to "accepted".

Tips:

- Checking access approvals regularly and removing the access of those who no longer need to use your facility's BloodNet site will make administrative approvals much easier to manage in the long-term.
- When changing the status of an applicant, please try to provide a comment in the section provided. This creates a record for both the NBA and any other current or future administrators of the access timelines for your facility.

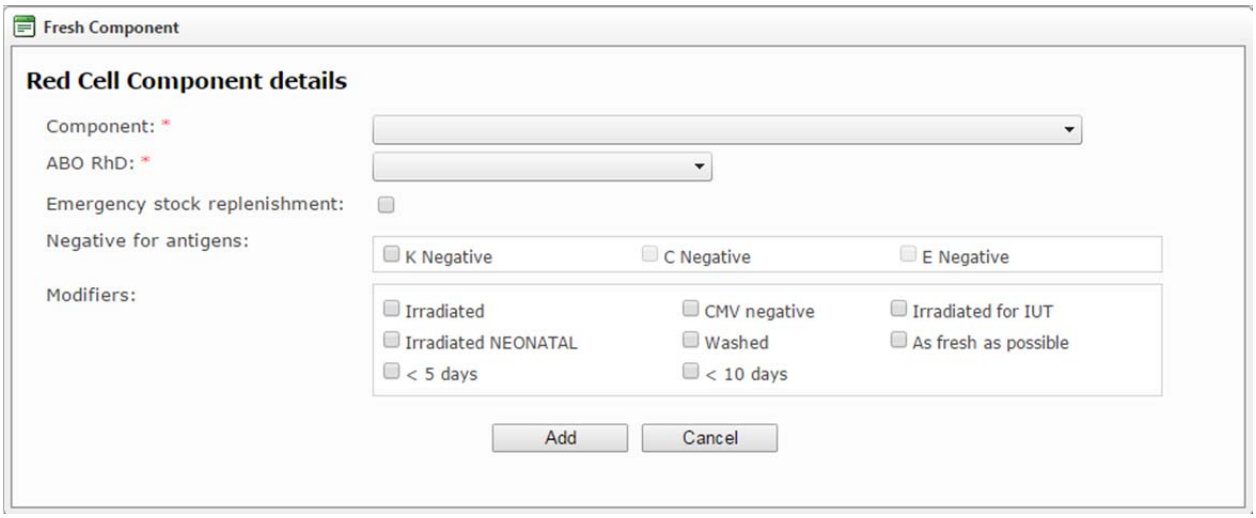
2.9 Edit Order Template

The order template has been divided into Red Cells, Platelets, Frozen, Immunoglobulins, Factor Concentrates and Albumin. These fields are available in vertical tabs and the order template can be customised for each type of blood component. You can move individual line items up and down using the arrows ^ v on the right.



2.10 Adding Items to the Stock Order Template

Click on “Add Red Cells” to be able to add new red cells component to order template, or to “Add (product)” in any of the product tabs. The following dialogue box will present for you to specify the product type.
Select the blood component that you want to add to the order template and then press the button “Add”.



Once it appears on your template, update the Max. Stock and Min. Order Quantity and click on Update to update the component on this page. Answer “Ok” to the prompt “Are you sure you want to add this component/product?”

Tip

- The Maximum Stock is a suggested target that will be used when placing an order using the calculate required quantity function. Minimum Order Quantity can be used to determine the smallest amount of that stock you can order at any one time to avoid ordering smaller amounts of stock. Click the Edit link to open a page where the Max stock and Min Order Quantity can be updated.

2.11 Click on each individual row to edit

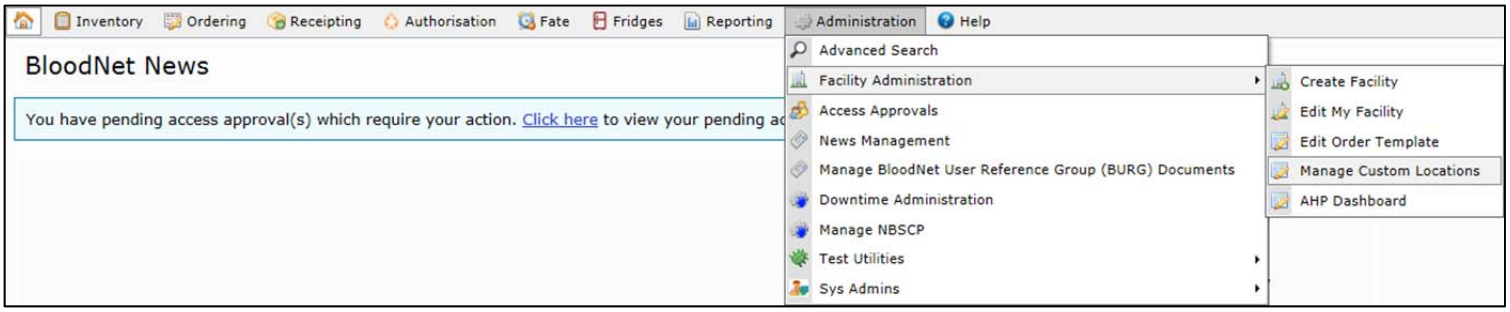
To edit or remove an existing item on your Stock Order Template, click “Edit” or “Remove” on the line you wish to change.

Item Price	Component	Blood Group	Max Stock	Min Order Qty		
$345.14	Red Cells	O Positive	0	0	^ v	Edit Remove

Once this has been clicked, you can update the Maximum and Minimum Stock to the appropriate level or, using the arrows pictured above, place the item lower or higher on the stock order template. To save changes, click “Update” or “Discard” to discard any changes you have made.

2.12 Manage Discard Locations

For non-LIS-enabled sites, manage discard location functionality has been incorporated to add/edit /delete discard locations

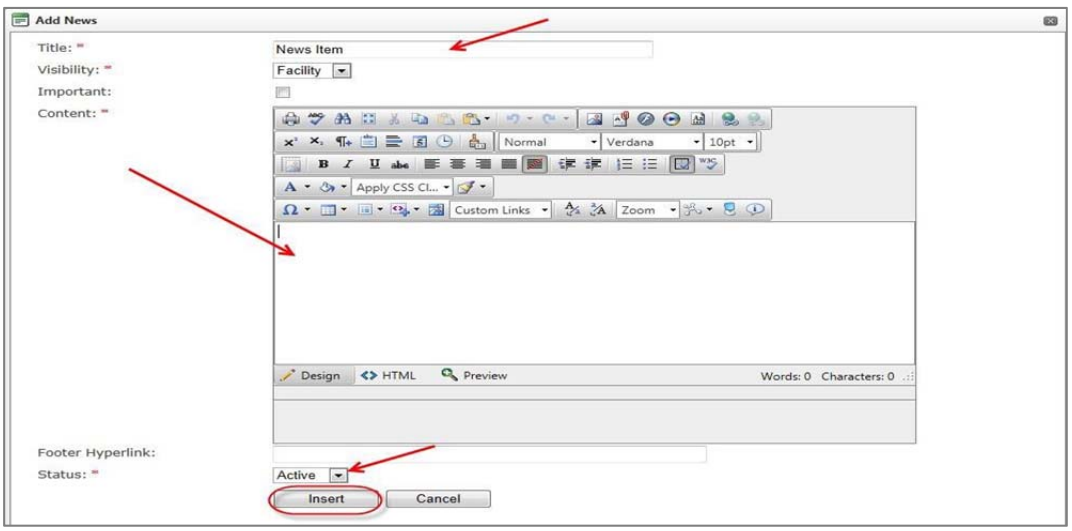


Clicking on Manage Discard locations under the administration menu provides the option to add custom discard locations that will be available in the drop-down of 'Location Discard Occurred' field under New Discard. These are useful if you want to be able to provide reports detailing specific discard locations to your hospitals.

2.13 News Management

This functionality allows staff to post news items on the BloodNet home page for their local facility.

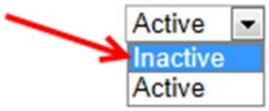
1. Hover over the *Administration* menu item and select *News Management* from the drop- down list.
2. Select "Create News Item" button from the left of the screen and the news item template will appear.
3. Enter the Title and enter the content within the free text field.
4. Edit the font size and style using the buttons within the top of the text box.
5. Select status as "Active".
6. Click the "Insert" button. The news item will now be located on the front page of your facility for all users from your facility to see.



2.13.1 Archiving Old News Items

News items that are no longer required to be displayed can be archived to remove them from the main News page. To archive these items, perform the following steps:

1. Hover over the *Administration* tab and click on *News Management*.
2. Select the news item to be archived by clicking “edit” on the left hand side of the screen
3. Scroll down to the bottom of the page
4. Change the status from “Active” to “Inactive”



5. Click the “Update” button.

3. Inventory

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au
Fax: 02 6151 5210

3.1 Inventory Overview

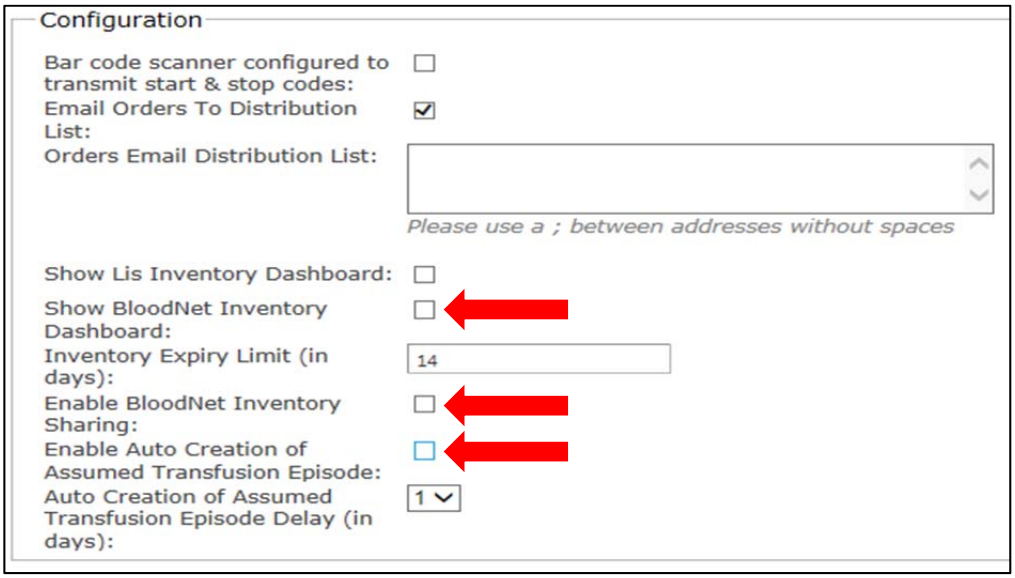
The Inventory Tab allows users to see an inventory of Red Cells, Platelets and Frozen units for their site, determined by Fate and Receipting in BloodNet. Once enabled, this tab also shows any inventory data being shared with you by other facilities including information about modifiers and phenotypes. A search function that searches for units at your shared facilities is also available.

Note: the Inventory Tab will not be visible automatically and must be enabled as shown below.

3.2 Enabling the Inventory Tab

The Inventory Tab can only be enabled or disabled by a facility administrator, and can be done to specific levels. To only enable the use of the Inventory Dashboard, you only need to check the box labelled Show BloodNet Inventory Dashboard. Other features such as Data Sharing, Automatic Creation of an Assumed Transfer Episode and the Inventory Expiry Limit, must be specifically enabled before they can be used. To enable any combination of these features:

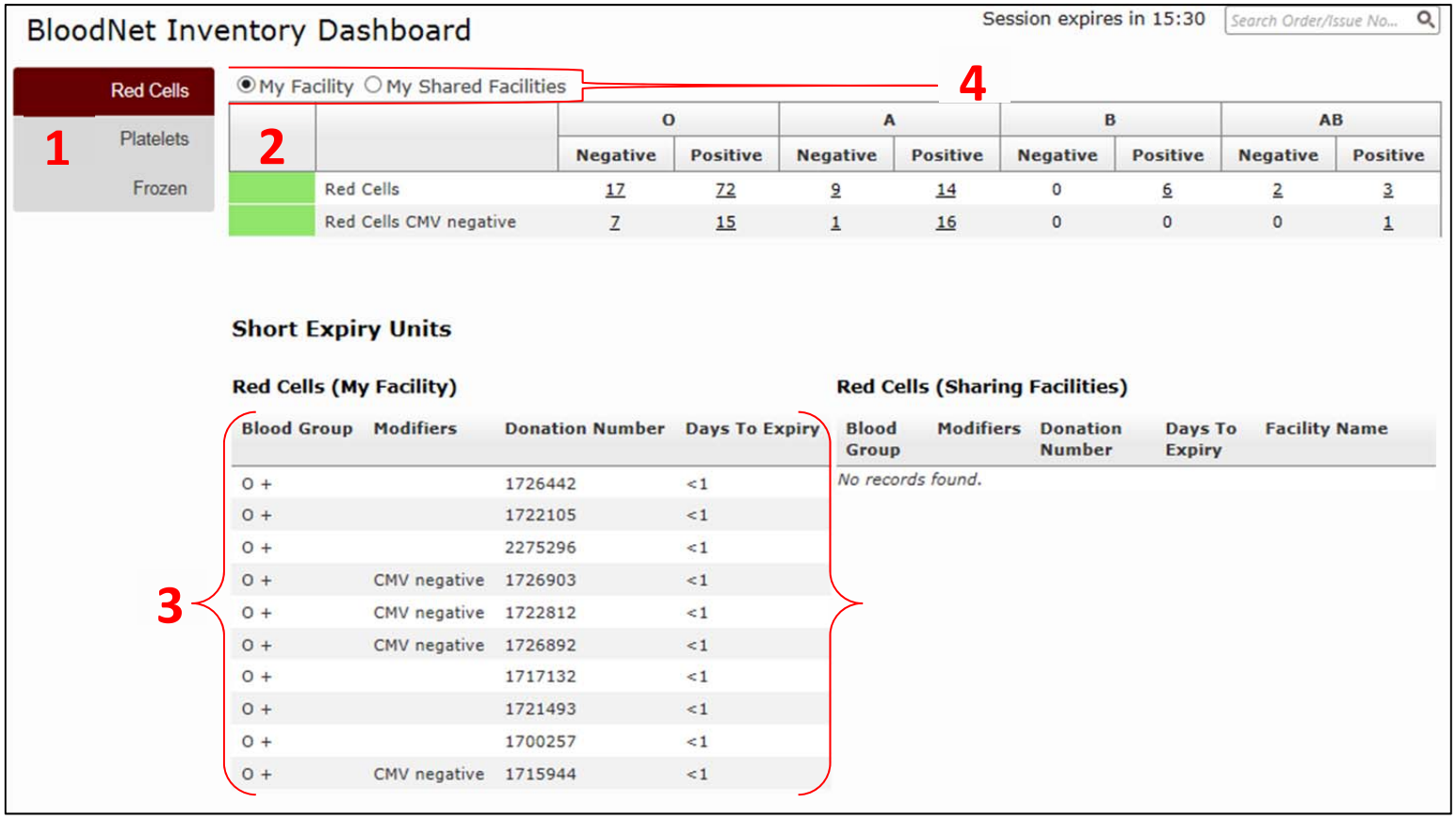
1. Hover over *Administration*. Go to *Facility Administration* and from there, click *Edit My Facility.* At the bottom of the page, click *Edit*.
2. In the section *Configuration*, there will be three check boxes relevant to the non-LIS inventory.
    a. Show BloodNet Inventory Dashboard: ticking this box will make the tab appear and give you access to the Inventory Dashboard.
    b. Enable BloodNet Inventory Sharing: checking this box will let you, the administrator, create data sharing connections with other facilities.
    c. Enable Auto Creation of Assumed Transfusion Episode: enabling this will put a set time limit on how long after a dispensed or allocated unit stays in that status before it is marked as Assumed Transfused. Select the required number of days for this to occur in the text field immediately below.



3. Check *Show BloodNet Inventory Dashboard* and, if you intend to use either data sharing or an automatic transfusion creation, *Enable Auto Creation of Assumed Transfusion Episode*.
4. Click *Update Facility.* The Inventory Tab will now appear next to Ordering.

3.2 The Inventory Dashboard

1. To access the dashboard, hover over *Inventory* and click *BloodNet Inventory Dashboard.*
2. The Inventory Tab can be broken down into four main parts:



1. **View by Component Type**: selecting any one of these three options will display the details and quantity of that Component Type in your inventory.

2. **Stock Breakdown**: this will show the current inventory level for each of the products listed. The table separates the units into quantities by their ABO group (and for Red Cells/Platelets) RhD type.

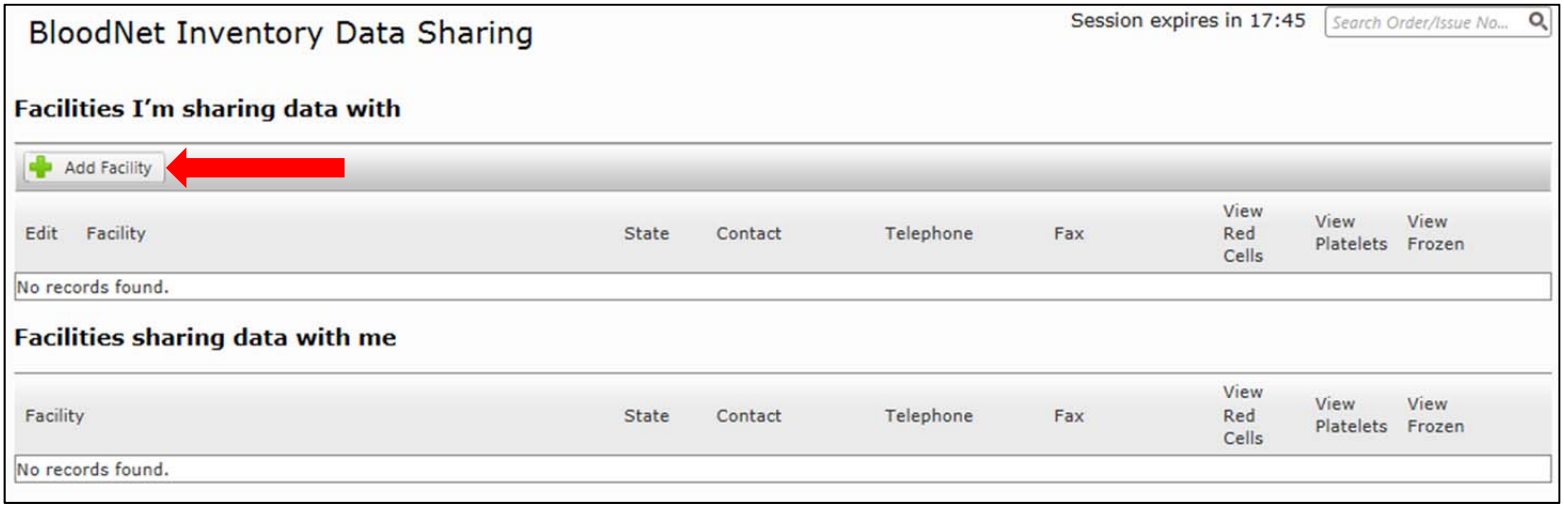
3. **Short Expiry View**: this table shows all units that are close to expiry at your facility and includes the type of unit, donation/lot number and days until expiry (Close to expiry is determined by the facility administrator in the administration settings).

4. **Facility Select**: this radio button gives you the choice between viewing the inventory of your facility or any other facility you are sharing data with. Selecting *My Shared Facilities* will display the same inventory breakdown, but for the facilities sharing data rather than your own.

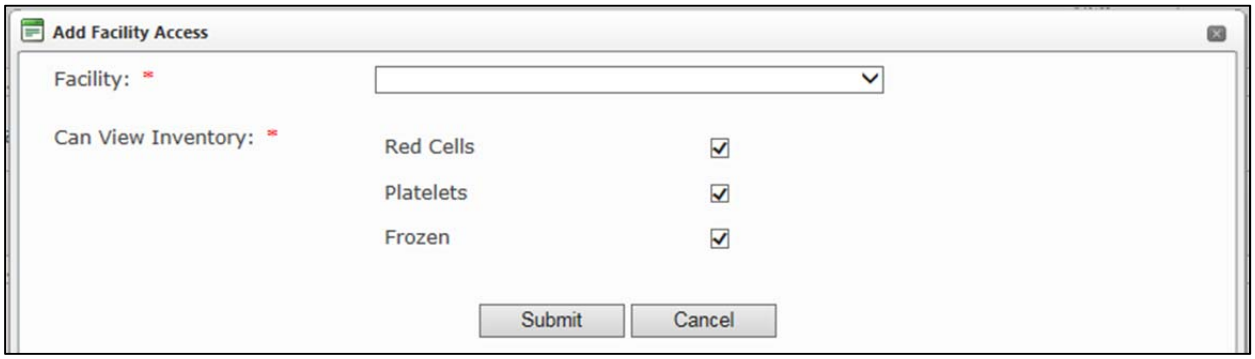
3.3 Data Sharing Between Facilities

Data sharing is an optional feature wherein a facility can grant access to view their inventory to another facility. For facilities that share management or frequently transfer units, this feature allows for some inventory transparency for ease of transfer in an emergency or more routine inventory management. To enable this:

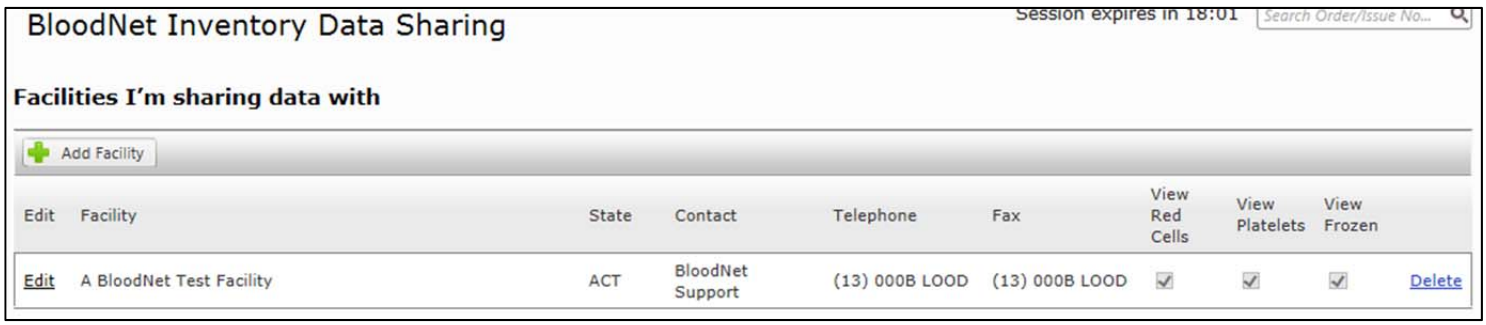
1. Hover over the *Inventory* Tab and click *BloodNet Inventory Data Sharing.*
2. This will open the Inventory Data Sharing Homepage. From here you can see which, if any, facilities are currently able to view your data and which have chosen to share information with you. To grant access to another facility, click *Add Facility* under the heading *Facilities I'm sharing data with.*



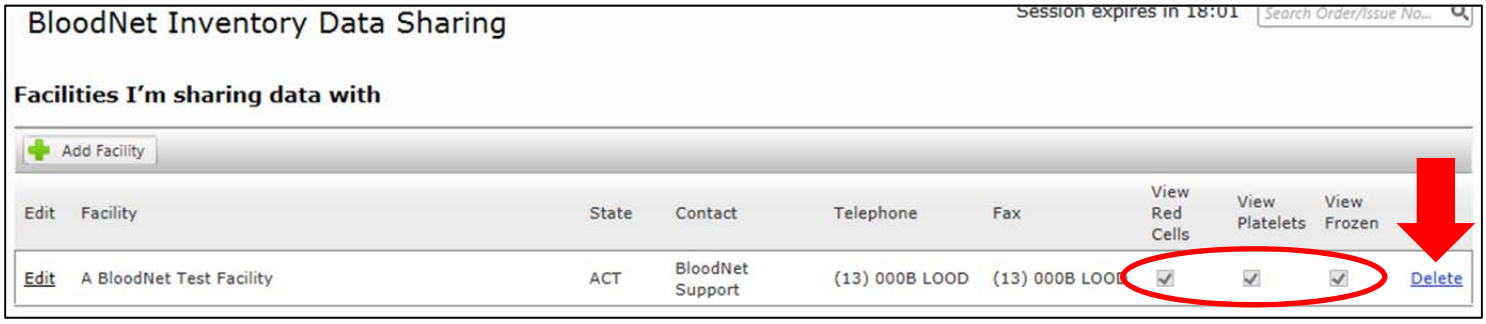
3. This will open up a dialogue box labelled *Add Facility Access*. Enter the Facility you would like to grant access to, and what parts of your inventory you would like them to be able to see. You are able to show them any combination of Red Cells, Platelets and Frozen products.



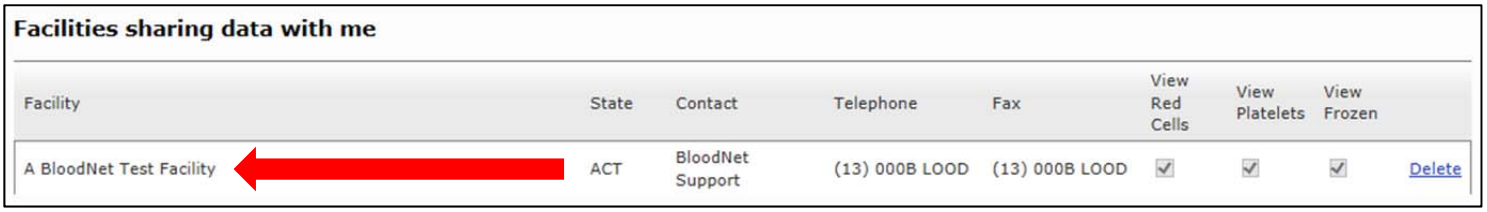
4. Click *Submit*. If it has been successful, the facility will now appear under *Facilities I'm sharing data with*.



5. You can edit or remove sharing access from a site at any time from this screen by changing the checked inventory sharing boxes or clicking *Delete*.



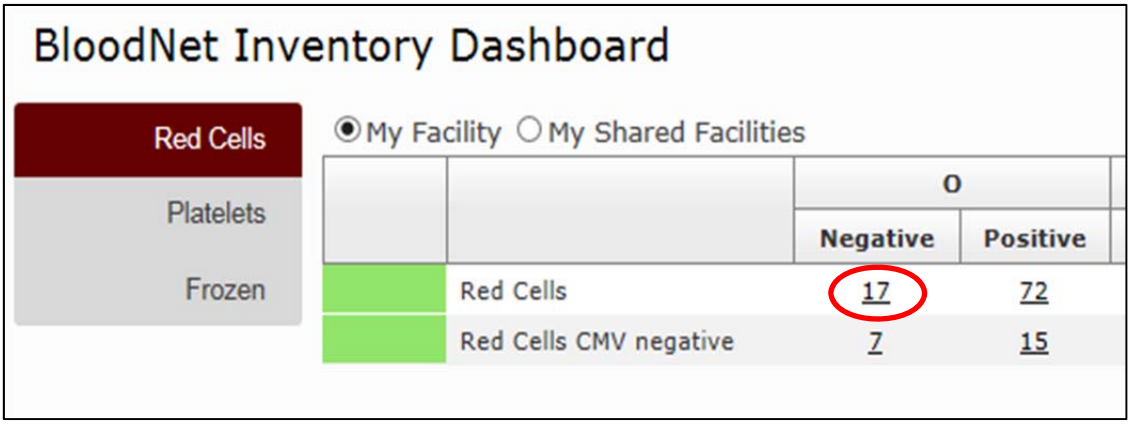
Note: Sharing data is not automatically reciprocal. You will only have access to another facility who has added you from their own BloodNet. Once they have done this, they will appear on the Data Sharing page under *Facilities sharing data with me*. You or the sharing facility can remove this access at any time from this page.



3.4 Inventory Component Details Screen and Fate

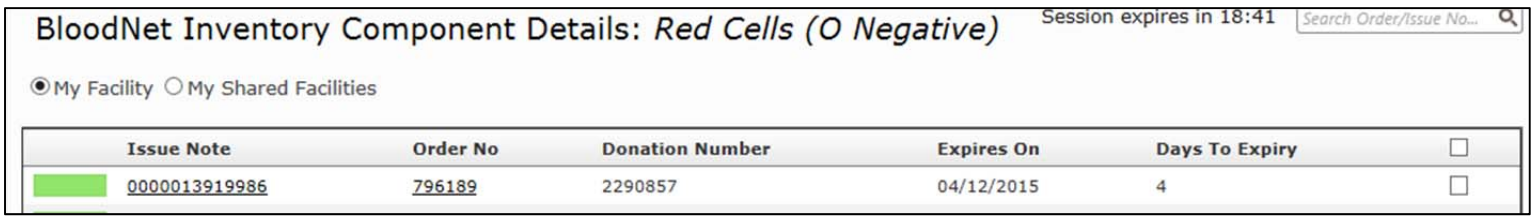
From the Inventory Component details screen it is possible to select multiple units (of the same type) to directly apply a Fate episode to.

1. To get to the Component Details screen, first go to the BloodNet Inventory Dashboard. From here, click on the quantity of the Unit Type you would like to see more details about. For example, O Negative Red Cells. This can be done for your units or those of shared facilities.



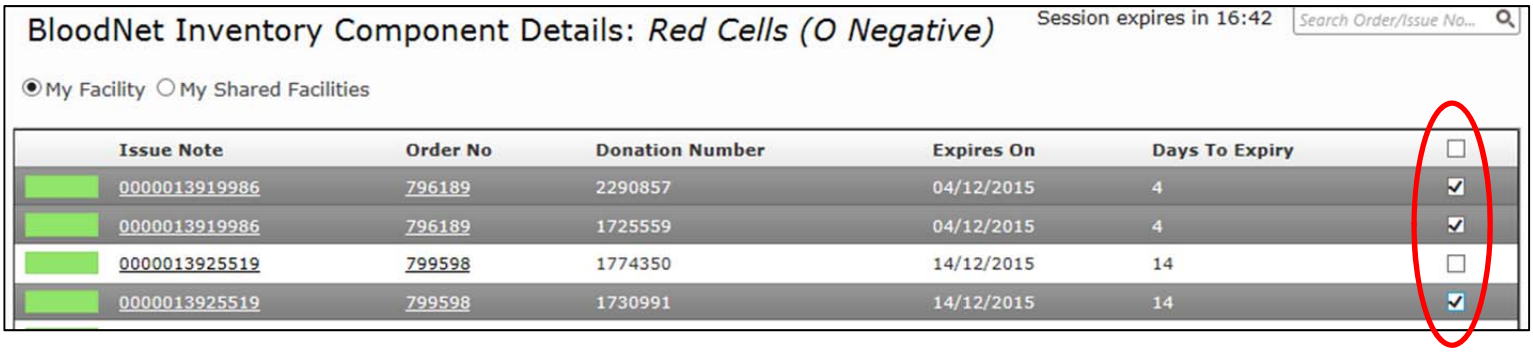
2. This will take you to the Inventory Component Details page. Here, the issue notes, order number, donation/lot numbers and expiry information will be displayed in tabular format.

   Note: clicking on the issue note or order number of a unit will take you to the relevant issue note or order, but only for units at your facility.

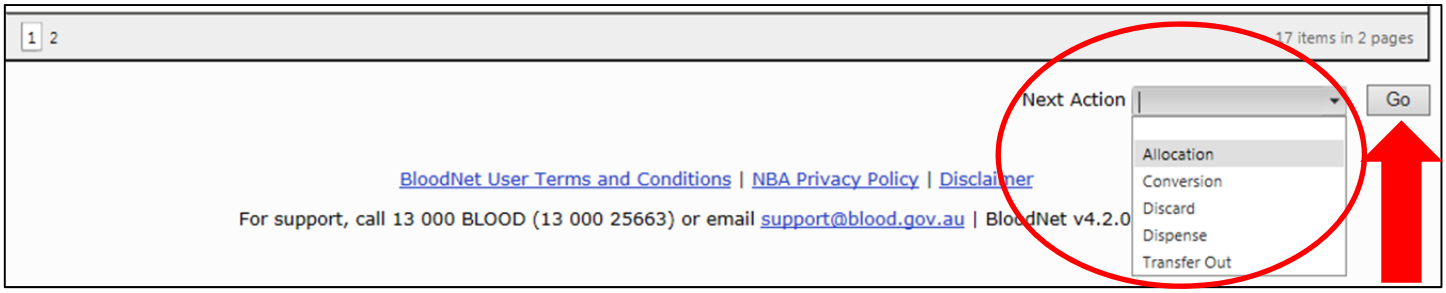


3. To auto-generate a Fate episode for multiple units of this type, tick the boxes of the units down the right-hand side.

Note: Only units of your facility can be selected in this way.



4. Once you have selected the units you want to apply Fate to, go to the bottom of the page and select the Fate type from the *Next Action* drop-down menu. Then click *Go*.

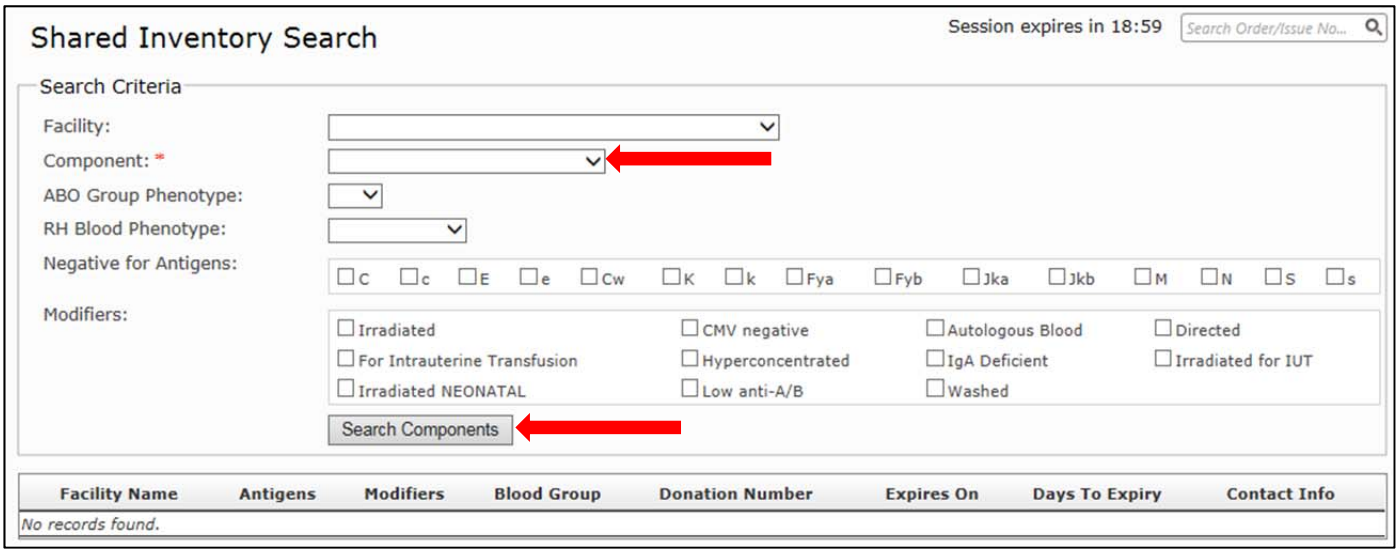


5. This will generate a new Fate episode with these unit details pre-populated, the details of which you can then fill out as per usual practice.

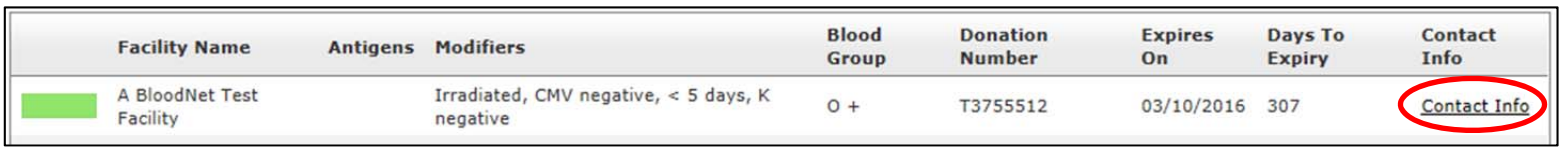
3.5 Shared Inventory Search

Once you have shared data with other facilities, it becomes possible to do a Shared Inventory Search. This search is useful when trying to find desired units at linked facilities for quick transfers and better inventory management. To search shared inventory:

1. Hover over *Inventory* and select *Shared Inventory Search*.
2. The only mandatory field on the search page is the Component field, marked with an asterisk. All other fields are optional, but will further refine the search. Enter your requirements and click *Search Components*.



3. From the search results you will see any matching units within the search parameters given. Details listed include antigens, modifiers, blood group and donation number, as well as the expiry. The contact details of the facility to whom the unit belongs are also displayed, in case you would like to request they transfer the unit to you.



	Facility Name	Antigens	Modifiers	Blood Group	Donation Number	Expires On	Days To Expiry	Contact Info
	A BloodNet Test Facility		Irradiated, CMV negative, < 5 days, K negative	O +	T3755512	03/10/2016	307	Contact Info

4. Ordering

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au

4.1 Ordering Overview

Orders can be viewed in summary by status by hovering over the word *Ordering* and selecting *Orders by Status*. Within this summary screen there are 5 tabs

Draft Orders: Displays orders that have been partially completed and saved but not sent to the Blood Service

Sent Orders: Displays orders that have been sent to the Blood Service and the acknowledgement status of that order

Dispatched Orders: Displays orders that have been fulfilled and linked to the relevant issue note

Cancelled Orders: Displays orders which have been cancelled by the facility

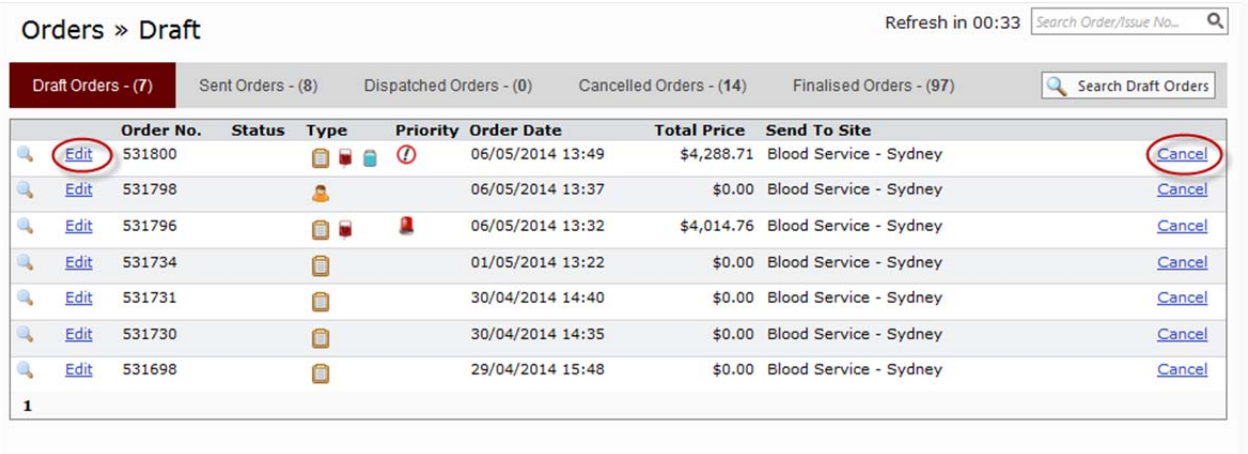
Finalised Orders: Displays orders which have been fully receipted into BloodNet

If BloodNet is left open on any of the *Ordering* tab views, the screen will auto-refresh every two minutes to allow the user to monitor the status of the orders. Additionally there is a search functionality on right hand side of the column header allowing user to search each of the order status tabs.

4.2 Draft Orders tab

The *Draft Orders* tab displays orders that have been partially completed and saved, but not sent to the Blood Service. Draft orders can be selected, completed and sent to the Blood Service, or cancelled if no longer required.

If a draft order requires completion click “edit” on the left hand side of the screen on the row that correlates with the order. This will redirect you to the ordering wizard and you will now be able to complete your order.



If you need to cancel an order which is still in draft form click “Cancel” on the right side of the screen. A pop up box will appear asking if you wish to cancel the order, click “Ok” to continue. The order will be cancelled, and available to view under the *Cancelled Orders* tab.
Any draft orders where the stock required is zero will be automatically deleted from the system after 48 hours

4.3 Sent Orders tab

This tab displays orders that have been finished and sent. The status of orders on this tab may be as follows:

Order Transmission Related Symbols	
	The Blood Service has confirmed receipt of an electronic order
	An order has been transmitted electronically but receipt of the order has not yet been confirmed by the Blood Service
	A “Downtime” order, whereby the order was finalised without being sent to the Blood Service
	The fax was successfully delivered
	The Fax status is unknown
	The fax delivery failed

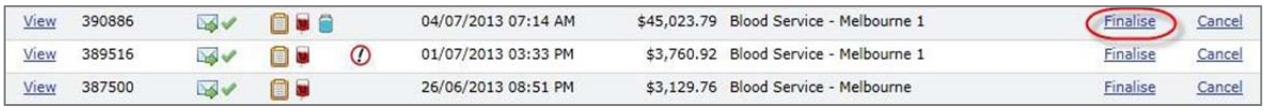
All orders in BloodNet are normally transmitted to the Blood Service electronically by secure encrypted email; however the capability to fax orders to the Blood Service is available in BloodNet purely for contingency arrangements if the electronic link between BloodNet and the Blood Service fails.

Orders will remain in the *Sent Orders* tab until they are issued by the Blood Service and ready for dispatch to the facilities. Once the issue note number has been linked the order number it will automatically move into the “Dispatched” tab. The details of the order can be found by clicking on the “View” hyperlink located on the left side of the screen next to the order number. You are also able to see a summary of the order details by clicking on the magnifying glass preview icon.

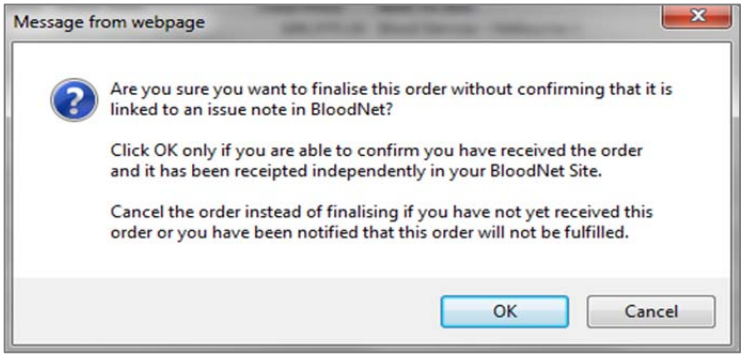
4.3.1 Finalising Orders

If a BloodNet order number has not been entered correctly onto the Consignment Issue note by the Blood Service BloodNet will not be able to associate the order with the issue note and therefore the order will remain under the *Sent Orders* tab. Products and components can still be receipted however the order will remain under *Sent Orders* until finalised manually.

To finalise a BloodNet Order click “finalise”.



The below pop up box will appear.

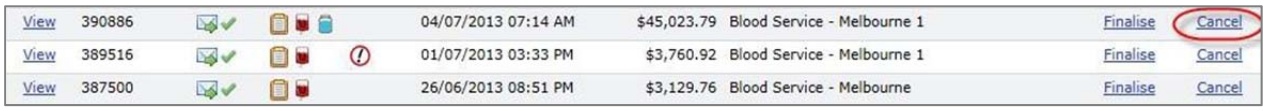


Click “Ok” to finalise the order.
Note: This function is only available to BloodNet Facility Administrators.

4.3.2 Cancelling Orders

An order that has been sent to the Blood Service can only be cancelled while the order is displayed on the *Sent Orders* tab. To cancel a sent order click the “Cancel” link for the order and enter a reason for the cancellation, click “Next” followed by “Submit Cancellation”.

Note: If the order is displayed in the *Dispatched* tab contact the Blood Service to determine if the order can be cancelled.



Important Note: Check the delivery status of your cancelled order in BloodNet after it has been sent to ensure the cancellation notice delivery has been successful.

4.4 Dispatched Orders tab

Once the Blood Service creates an Issue Note and links it with the BloodNet order number the order will automatically move into the *Dispatched Orders* tab. The BloodNet order details and the Blood Service Issue Note assigned to the order are visible under this tab allowing user to determine when ordered items have been dispatched from the Blood Service.

4.5 Cancelled Orders tab

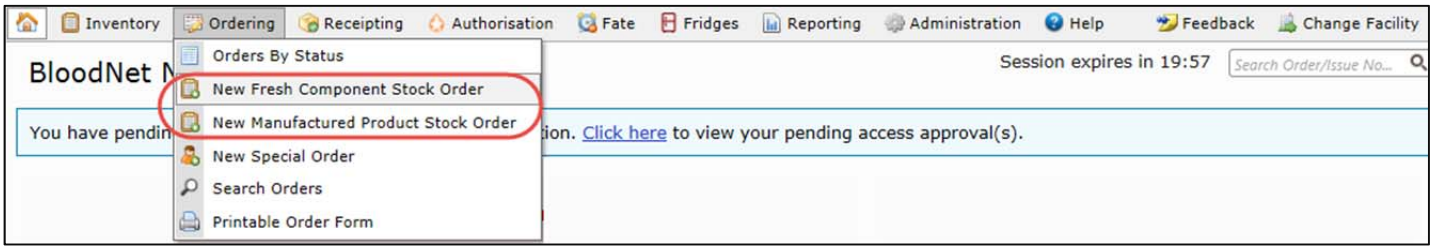
This tab displays all of the orders which have been cancelled, from either *Draft Orders* or *Sent Orders*. Those that display a symbol under *Status* are orders which have been sent, and those without a symbol are draft orders which have been cancelled. To view the order cancellation details click “View” which will display the cancellation summary if the order has been sent or the order summary if the order was cancelled in draft form.

4.6 Finalised Orders tab

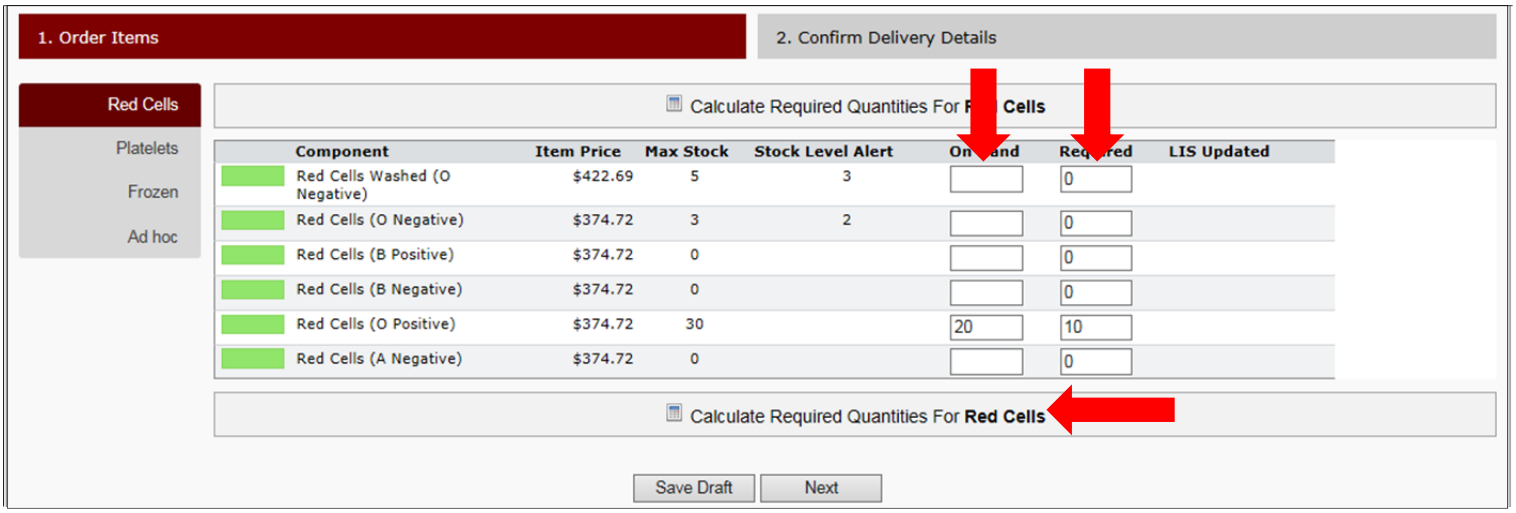
This tab displays all the orders which have been finalised either by being fully receipted in BloodNet or finalised manually.

4.7 Placing a Fresh Component or Manufactured Product Stock Order

The ordering process for both Fresh and Manufactured components, while separate, is the same once the order is started. To place a stock order, hover over the word *Ordering* in the menu bar and select *New (Fresh Component/Manufactured Product) Stock Order.* There are then 2 steps to complete the order.



1. On the first ordering screen, all products that have been added to your site's Stock Ordering Templates will be visible. There are two methods of calculating ordering amounts:
    - Enter the number of units needed in the "Required" column or
    - Complete the "On Hand" column with current stock numbers and press the "Calculate Required Quantities" button. (Note: For LIS enabled facilities this field will be updated automatically)



Ad Hoc Ordering

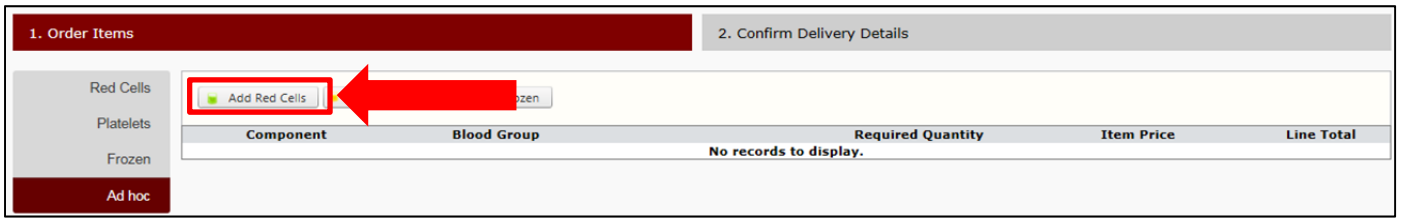
If you need to order product that is not included in your stock template, all non-added items can be added to a stock order. To do this, click 'Ad hoc' on the left, select what type of product you would like to add to the order and select the specific unit/s.

Note: If your site is a registered Dispenser for a BloodSTAR site, when you are placing a New Manufactured Product Stock Order you will have the option of using the *Ig Stock Requirements Forecast Report*.

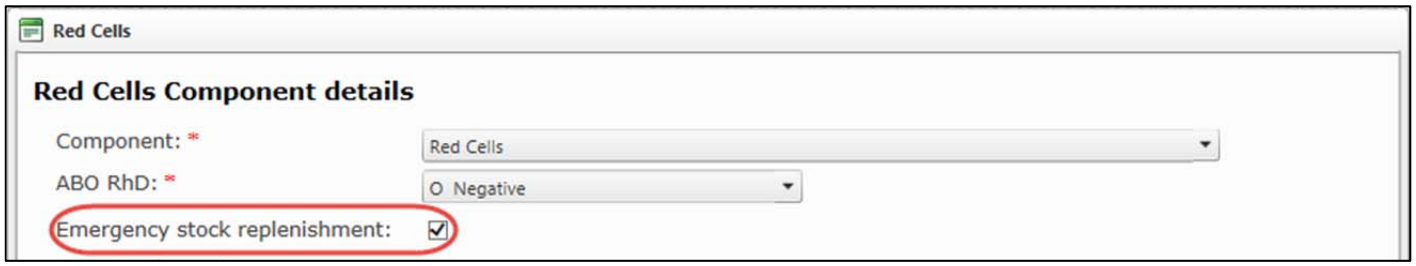
Select the date range you would like to order Ig for and click 'Generate'. The system will check against current authorisations and generate a list of the projected total of Ig that your site will need.

Emergency O-Neg Stock Replenishment

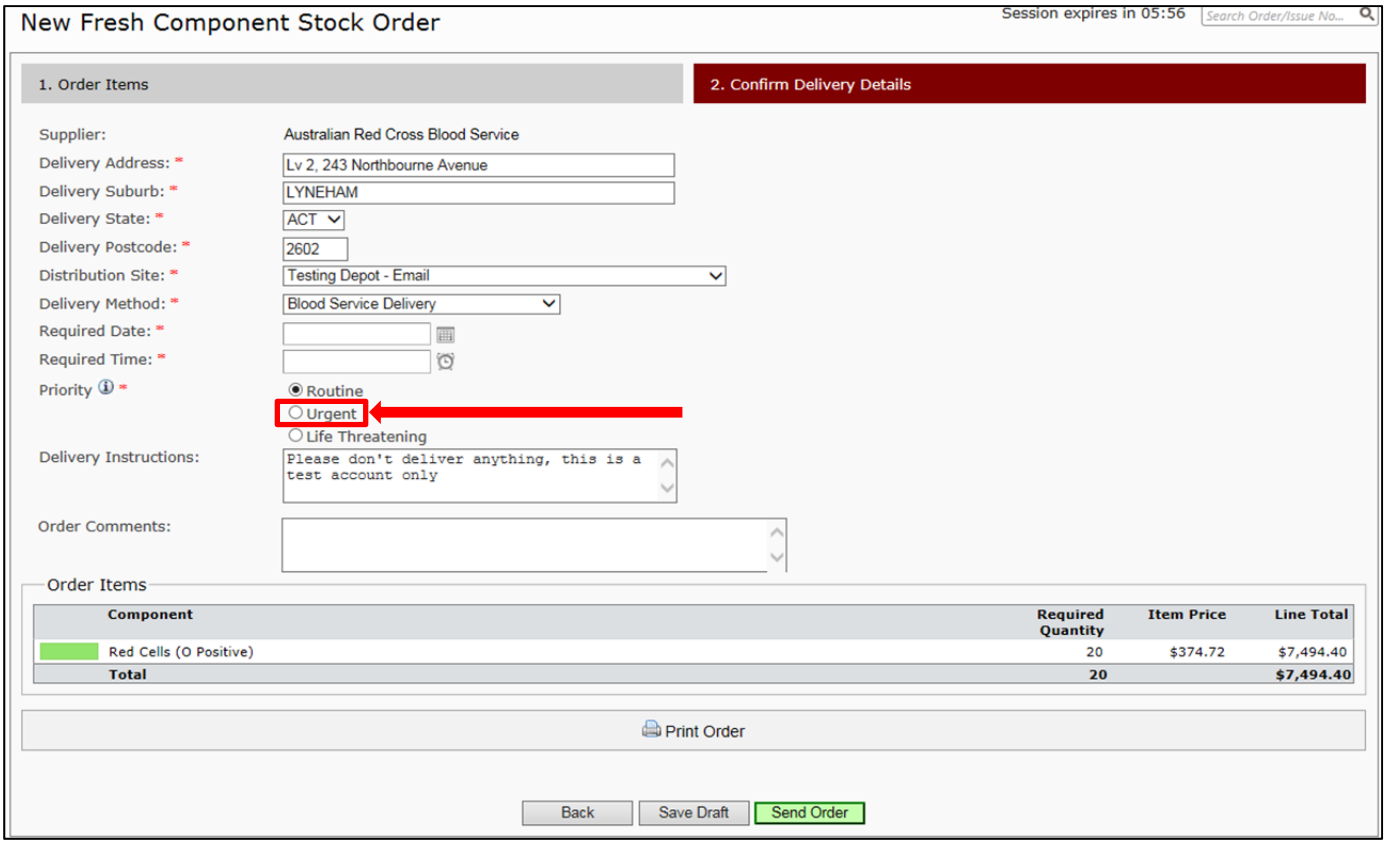
To place an emergency stock replenishment order for o-neg, go to the Ad Hoc section of the ordering screen and select 'Add Red Cells'.



From the drop-down menus, select 'Red Cells' and 'O Negative', then tick 'Emergency Stock Replenishment' before clicking 'Save'. This will add the unit/s to your order as emergency stock.



2. Once you click 'Next' you will come to the confirmation page. Ensure all details under *Order Details* and *Order Items* are correct including delivery address, delivery time and date required. Click "Back" if you need to edit any details before sending.



For Urgent Orders: **If your order is urgent, please do not just enter 'urgent' in the comments; select 'Urgent' under priority and also place a call to your distributing Blood Service.**

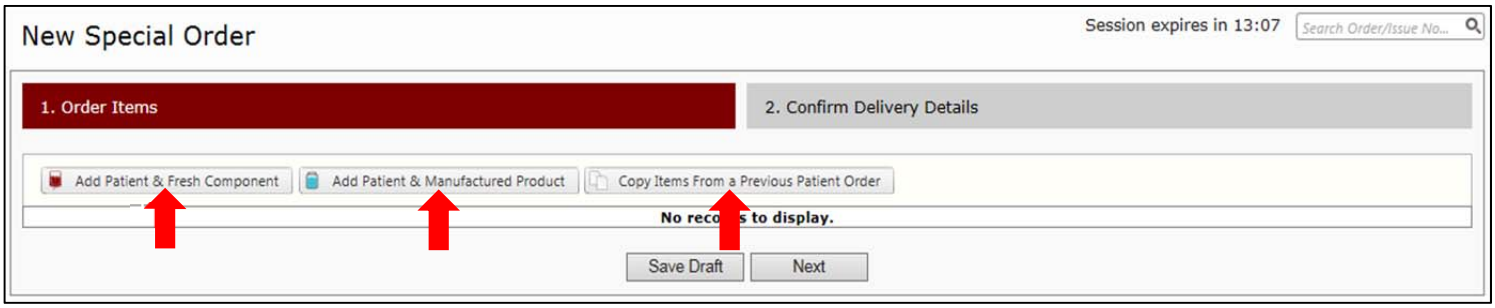
Once all details have been confirmed press "Send Order" to complete the ordering process and send your order to the Blood Service Inventory & Distribution site for fulfilment. You can set up orders to automatically print when the order is sent under Administration – Edit My Facility.

If your order is still awaiting acknowledgement as received by the Blood Service the status will be an orange question mark, however if your order has been acknowledged it will have a green tick next to the email icon. Acknowledgement usually takes 2-7 minutes. Click the "Resend" option if the order remains unacknowledged after 20 minutes.

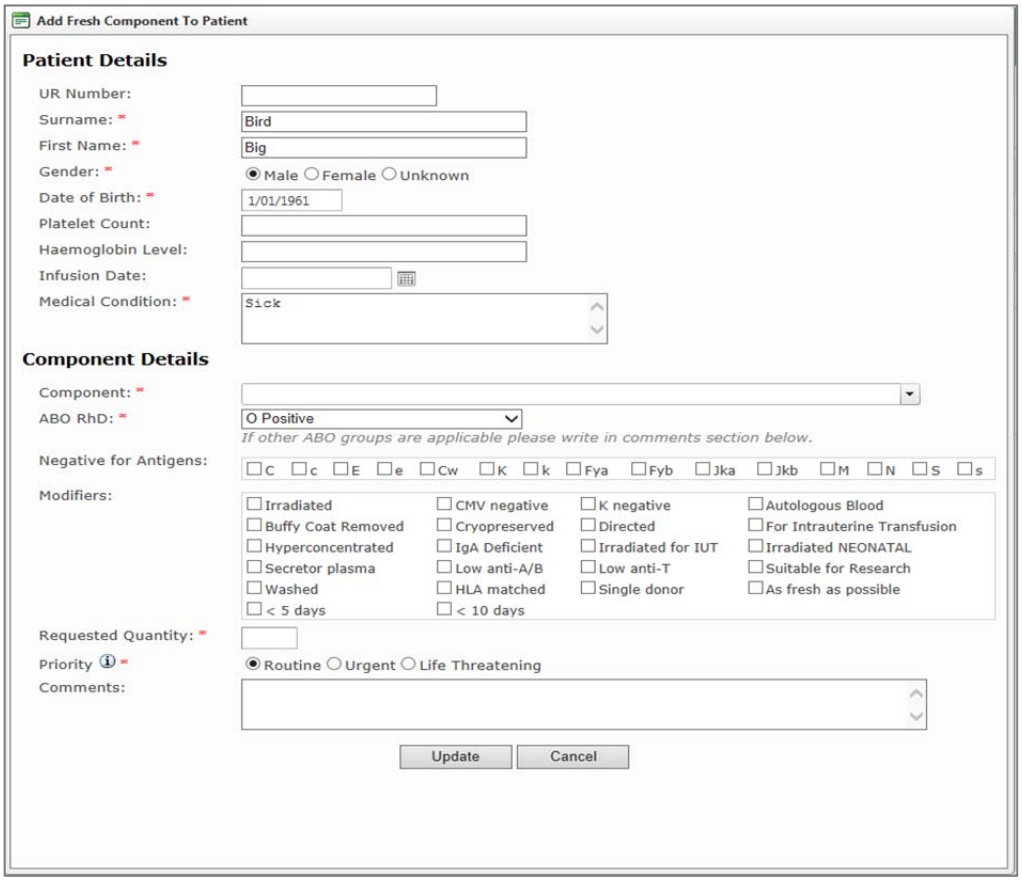
4.8 Placing a Patient Special Order

To place a patient special order, select *New Special Order* in the ordering drop down menu. As for a stock order, adding order items is the first step.

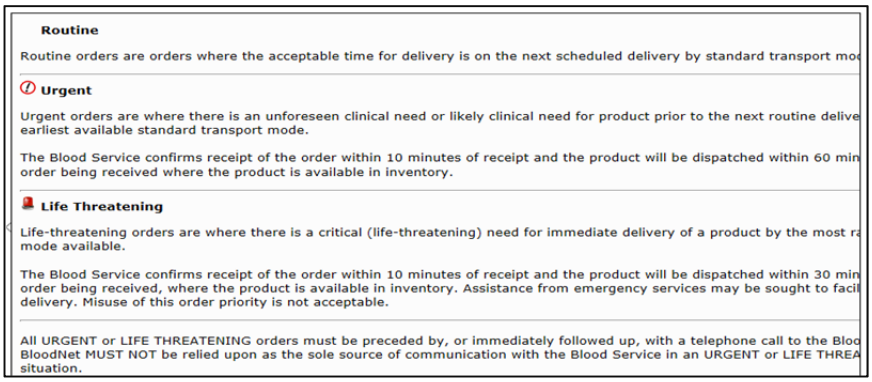
1. Select either *Add Patient & Fresh Component* or *Add Patient & Manufactured Product.*



2. A second window will appear (see below), complete all required details for the patient ensuring all mandatory fields (denoted by a red asterisk) are complete. Select a component from the drop down box followed by any required modifiers or phenotypes, the required quantity and priority. Once all required information has been entered click “update”.



Complete all information required in *Order Details* ensuring all mandatory fields (marked with a red asterisk) are completed. If you are unsure which order priority is required, click the “information” icon to display the definitions. Click “Next” to move onto Step 2.

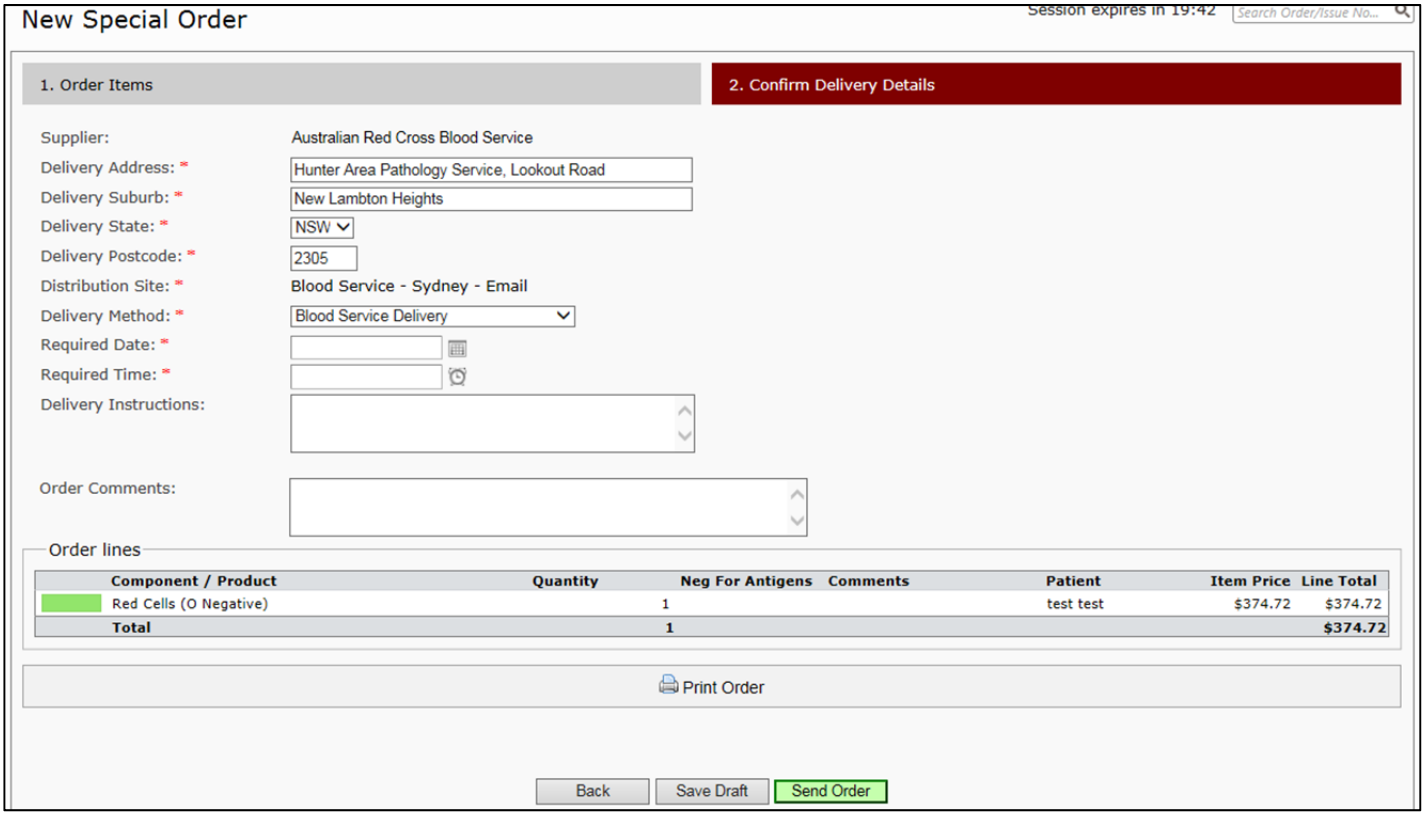


Important Note: The Facility Administrator may like to remove the default delivery method within the Administration module. This will ensure staff are correctly selecting the appropriate delivery method for every order.

Additional components/products can be added to the patient by selecting *Add Fresh Component* or *Add Manufactured Product* under the *Add Item to Patient* heading. When a subsequent component is added to a patients order the blood group will be copied across.

3. Add another patient to the order if required. To add another patient, click on *Add Patient & Fresh Component* or *Add Patient & Manufactured Product*.

4. Click *Next*. On the *Confirm Delivery Details* screen, add a date and time of delivery, as well as confirming the required quantities, patient and correct address are on the form. To finalise the order, click *Send Order*.



4.9 Copying a Previous Patient Special Order

Copy a previous order by either:

- Using *Search Orders* in the ordering module drop down list. Search by Patient Name or UR Number and then click *view* and *copy order* or;
- Using the *Copy orders from a previous patient order* button to locate the order, and then clicking *view and copy order*.

4.10 Printable Order Forms

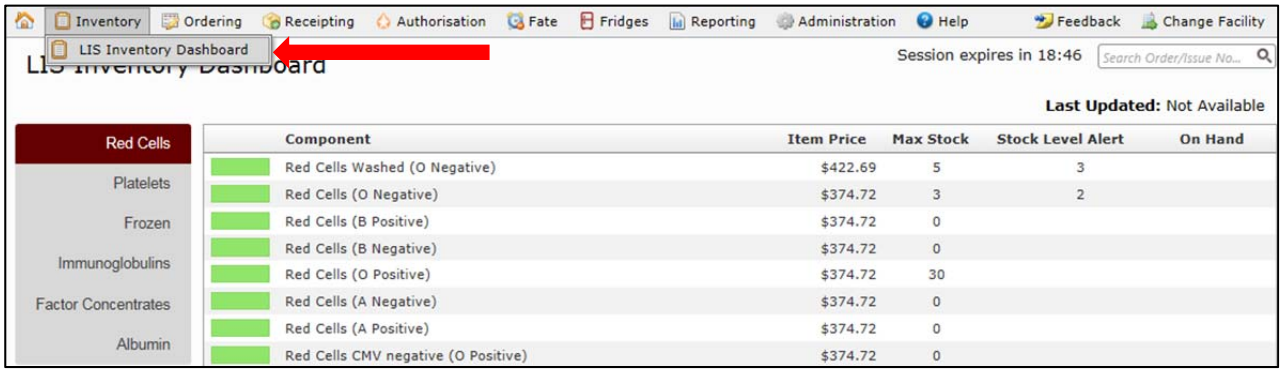
Hover over *Ordering* and click Printable *Order Template* from the drop down list. Templates are pre-populated with your facility details, component/product selections and maximum stock levels.

Tip:

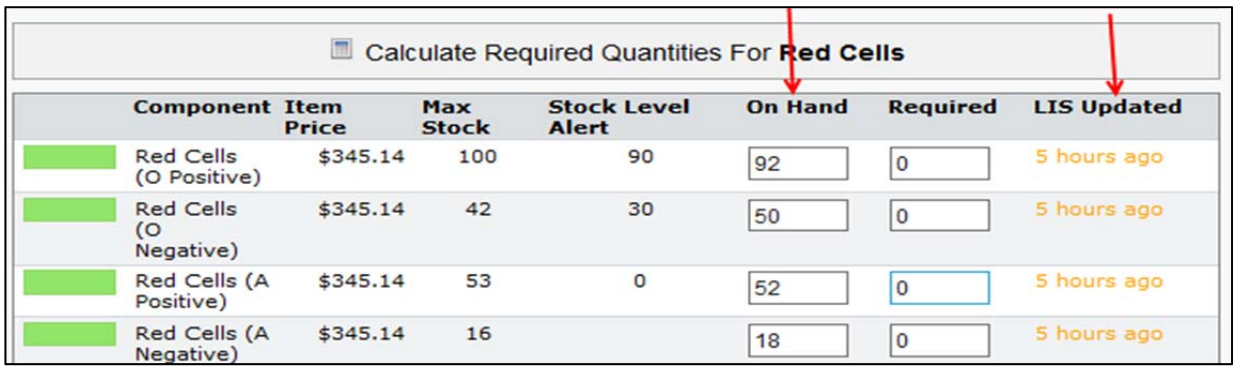
- These templates should be printed and saved in your forms folder, and should be used to place an order with the Blood Service if you are unable to access BloodNet for any reason (such as a failure of an internet connection, BloodNet scheduled outage etc.). The forms should be completed by hand and faxed to your normal Blood Service distribution site (the number is on the top of the form). It is a good idea to print a new one each time your facility order template is changed to ensure they remain up-to-date.

4.11 Ordering for LIS-Enabled sites

If your site has an active LIS interface you will notice a number of extra features and additional screens within BloodNet, the first of which is the *L I S - Inventory* screen. This screen will give an accurate picture of the Inventory being held within your laboratory at any given time. Each component and product will be listed along with price, stock level alert, maximum stock number, on hand stock value and how long ago the LIS was updated. This information is drawn directly from your LIS system at specified intervals throughout the day.



For LIS-enabled sites, the ordering screens are also slightly different. When placing a stock order the *On Hand* value is prepopulated from the LIS and the time since the last update is also visible.



5. Receipting

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au

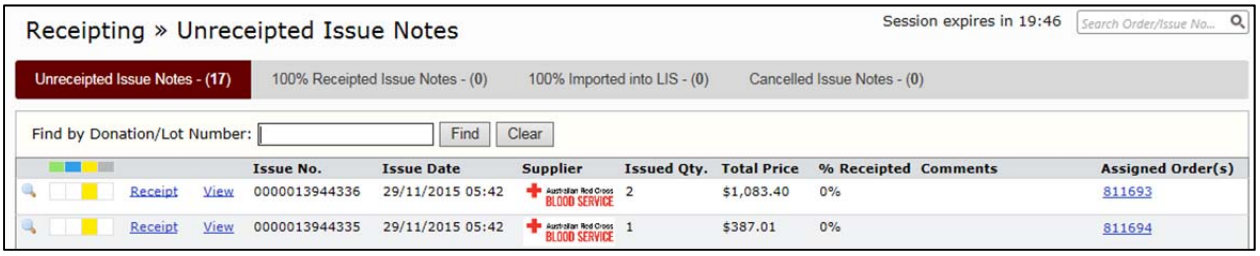
5.1 Receipting Overview

Receipting units received in BloodNet is a crucial link in the information flow and accountability framework for laboratories, jurisdictions and the NBA. Receipting data confirms that units were received by the laboratory which in turn enables the jurisdiction and the NBA to satisfy their obligations under their financial management accountability framework in relation to paying supplier invoices for these units. In jurisdictions where blood budgets are devolved, it assists laboratory staff to ensure that they are not incorrectly invoiced for units that are damaged or not received.

Under *Issue Notes By Status* there are three or, if you are LIS-enabled, four tabs:

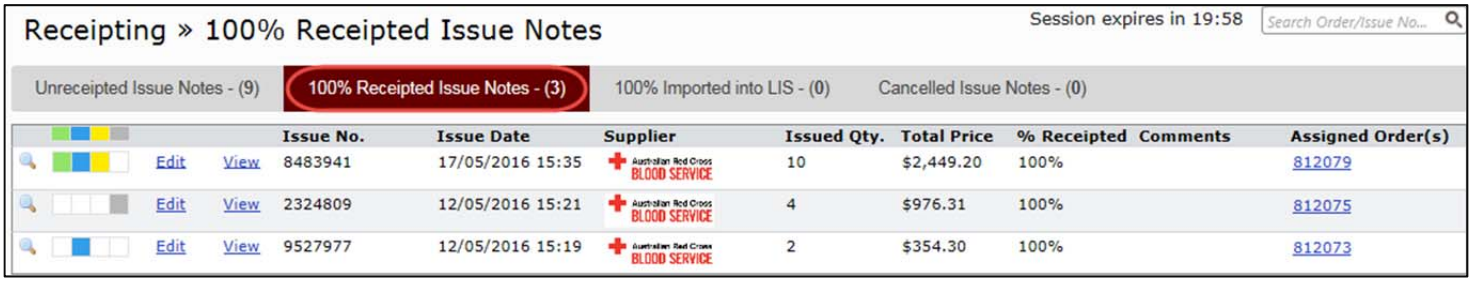
- Unreceipted Issue Notes
- 100% Receipted Issue Notes
- 100% Imported into LIS (LIS enabled sites only)
- Cancelled Issue Notes

Issue notes which have been received electronically from the Blood Service are located on the *Unreceipted Issue Notes* tab until they are 100% receipted, at this time they will move to the *100% Receipted Issue Notes* tab. Those Issue Notes which have been linked to a BloodNet order will display the BloodNet order number (s) under the *Assigned Orders* column.



5.2 Receipted Issue Notes Tab

Issue notes which have been 100% receipted can be found under the *100% Receipted Issue Notes* tab.

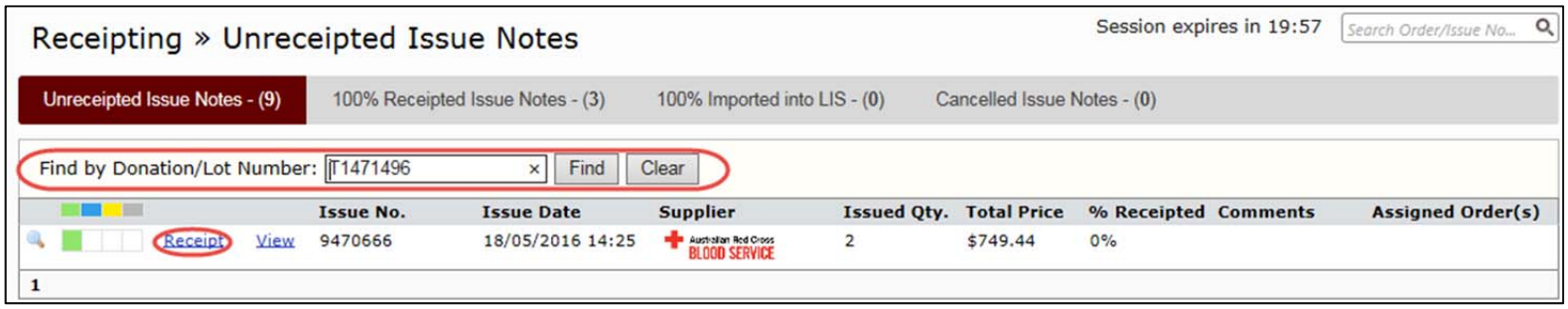


5.3 Cancelled Issue Notes

Cancelled Issue Notes are those which have been cancelled by the Blood Service when the issue note needs to be amended or reissued from Inventory and Distribution.

5.4 Unreceipted Issue Notes

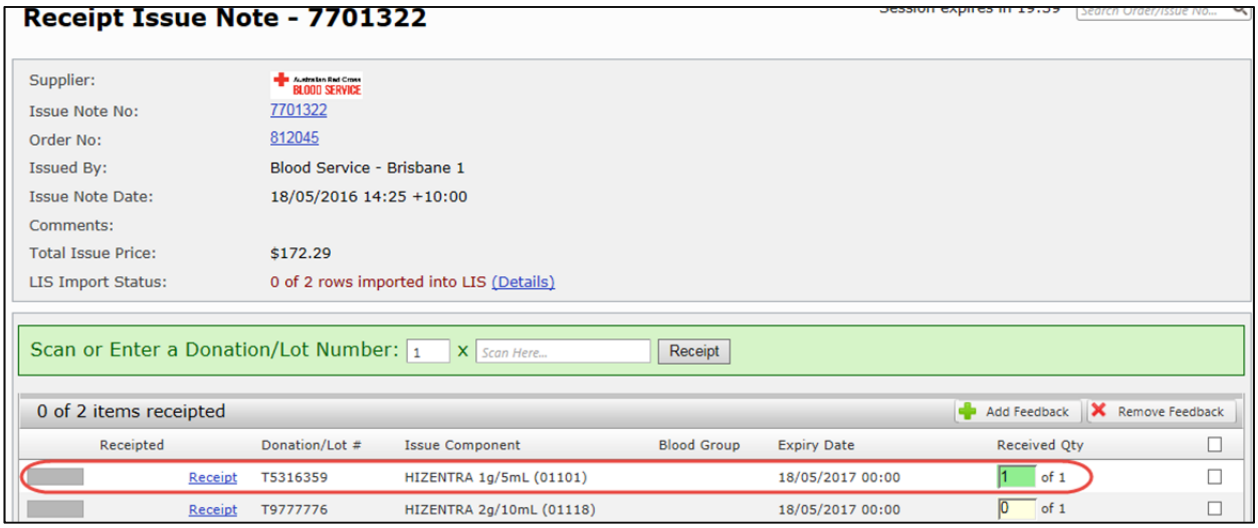
Consignments need to be received in BloodNet using the receipting module and this can be done from *Receipting – Issue Notes by Status* and selecting the *Unreceipted Issue Notes* tab. To start the receipting process click *Receipt* against the relevant issue note. The issue number can be found at the top of the Blood Service issue note. If there is no paper issue note in the consignment, select a product from the consignment, click in the *Find by Donation Number* field at the top of the screen and scan the product donation number, the relevant issue note will be highlighted



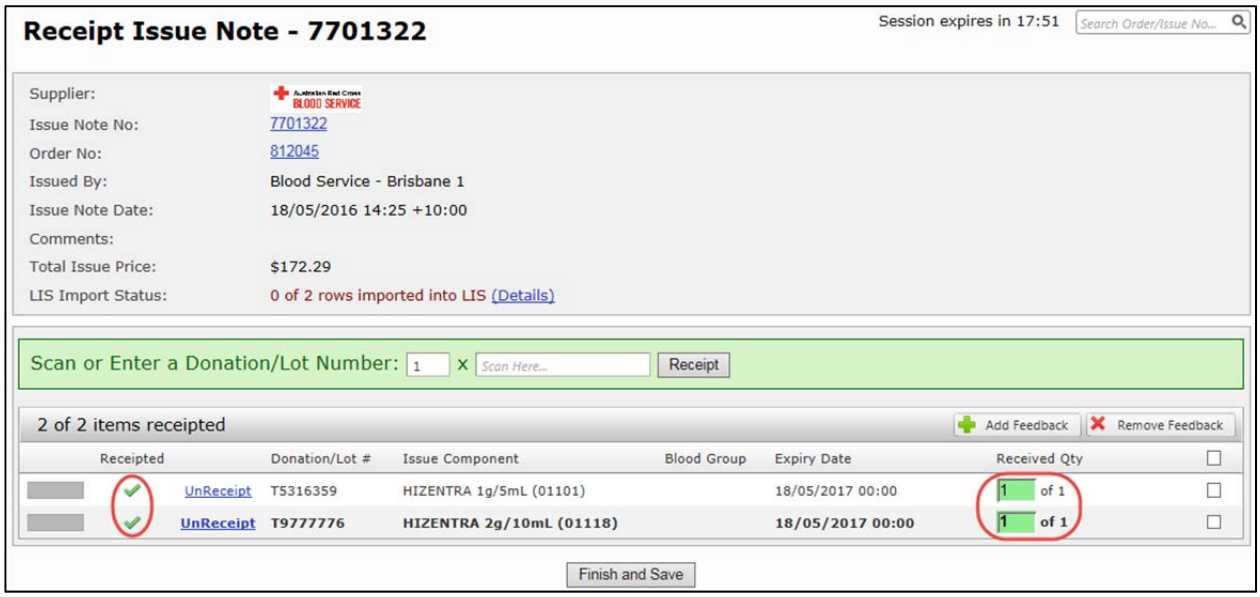
Note: Components and products are colour coded as per Blood Service Shipper tape e.g. red cells are green, platelets are yellow, frozen products are blue and all manufactured products are grey.

5.5 Receipting Blood Components

Scan the donation number from a unit in the consignment. If this fails to work, make sure that the cursor is in the box marked *Scan Here*. BloodNet will automatically place a "1" in the *Received Quantity* column; a green tick will also be entered under the *Receipted* column. The line on which the item is located will also be highlighted in bold font to ensure visibility of items receipted.



Continue to scan each component until all have been scanned for the issue note then click finish and save.



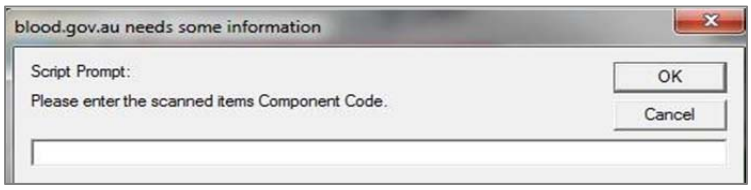
Note: There will be occasions when the order cannot be 100% receipted by scanning e.g. a product listed on the issue note was not received. In such circumstances, the order will need to be closed manually. This can be done by Facility Administrators clicking on the word *receipt* and setting the Received Qty as zero. Feedback must be provided, see 3.7 below. Additionally the Blood Service must be notified to ensure traceability.

5.6 Receipting two components with same Donor Identification Number

From time to time a facility may receive two blood components with the same donor identification number listed on one Issue Note e.g. FFP “3 of 4” and “4 of 4”.

To properly identify the respective component to receipt in, the component code needs to be scanned in addition to the donation number. A pop up window will appear after scanning in the donation number to scan in the Component Code. When the Component Code is entered, BloodNet will receipt the correct line of the Issue Note and you may proceed to receipt further items.

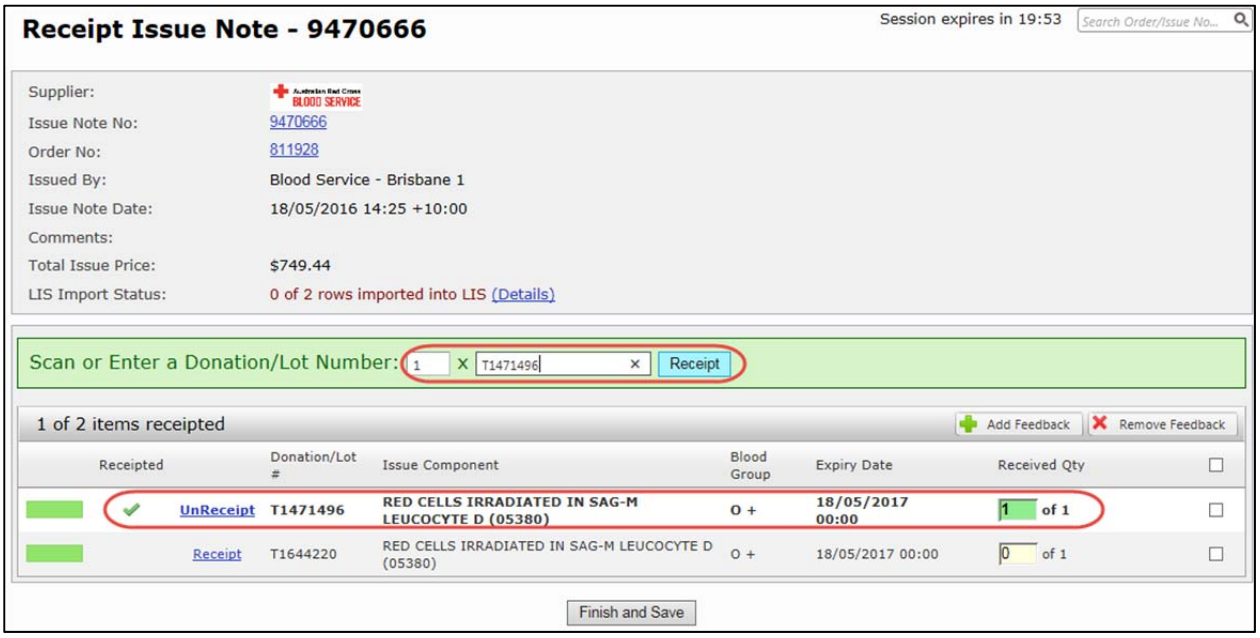
Note: Some facilities will have pop-up blocking enabled which will prevent this pop-up from appearing. You may be able to enable pop-ups for this site, or you may need to talk to your IT administrator about this.



5.7 Receipting Blood Products

The process for receipting blood products is similar to that for blood components. Note the following exceptions:

- Scan one barcode for each lot number
- BloodNet will automatically place a tick in the *Receipted* box and enter the number "1" to the received quantity box.



If you are receipting more than one item with the same lot number, enter the actual quantity received into the *Scan or Enter a Donation/Lot Number* box and then scan the lot number to enter the correct amount in the *Received Qty* column.

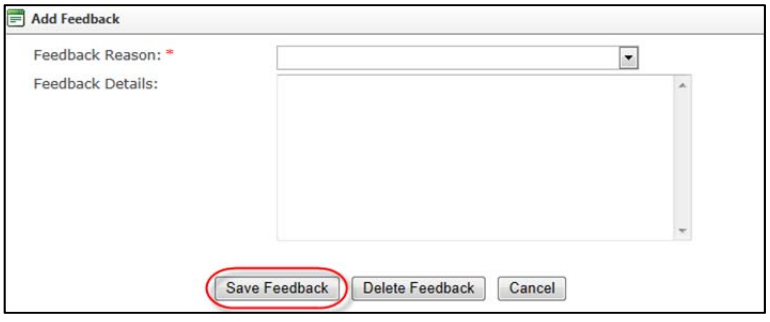
5.8 Entering Feedback for components and products

There may be occasions when a product received is not suitable for use or you wish to provide feedback to the Blood Service. This may occur if, for example:

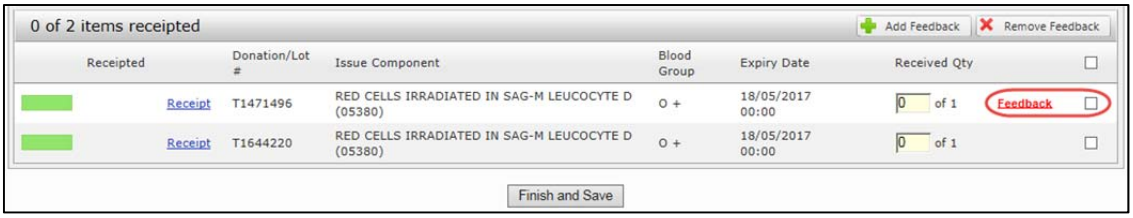
- Product received is outside of specified temperature range
- Product is out of date
- Product is damaged
- Product container is damaged
- Product was not ordered
- Product was delivered to the wrong address.

To provide feedback tick the check box on the far right hand side of the screen against the unit/product you wish to put feedback against.

Click *Add Feedback* and a second window will open. Complete the details of the feedback and click *Save Feedback.*



The word “Feedback” will now appear on the line of the product which you have just entered feedback for. Continue to receipt the rest of the issue note as normal and click *Finish and Save*.



If feedback is entered accidently, tick the check box on the right side and click “Remove Feedback”. Feedback is mandatory when the receipted quantity of a product is zero.

Important Note:
A report is sent automatically from BloodNet to the Blood Service and Jurisdictional Blood Policy Officers each morning, showing all feedback attached to issue notes. As well as the issue note details and facility name. This information forms an important link in the quality cycle for the Blood Service.

The Blood Service will manage such feedback in accordance with its established procedures for handling customer feedback and may well contact you in relation to feedback raised as your name and nominated contact number will be sent through with the information. Such contact will take place outside the framework of BloodNet.

5.9 Receipting Issue Notes Manually

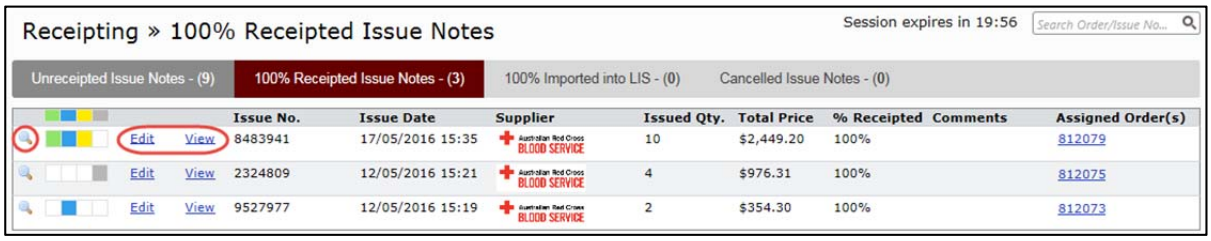
This can only be done by a Facility Administrator, who can use the following steps:

1. Select the order to be receipted from the *Unreceipted Issue Notes* tab on the receipting page.
2. Click *receipt* on the left hand side
3. Click the word *receipt* for each component or product. If there is a problem with a component or product that has been delivered, apply feedback as per point 3.7 above.
4. Click the *Finish and Save* button.

5.10 Viewing and Editing an Issue Note that has been 100% Receipted

Once an issue note has been 100% receipted and saved it moves to the *100% Receipted Issue Notes* tab. You are able to view the way an issue note was receipted and change the way an issue note was receipted e.g. change the *Received Qty* if required. You are also able to add to or edit any feedback that has been recorded, or unreceipt an issue note by using the Administrator role to un-tick the *Receipted* word and re save it.

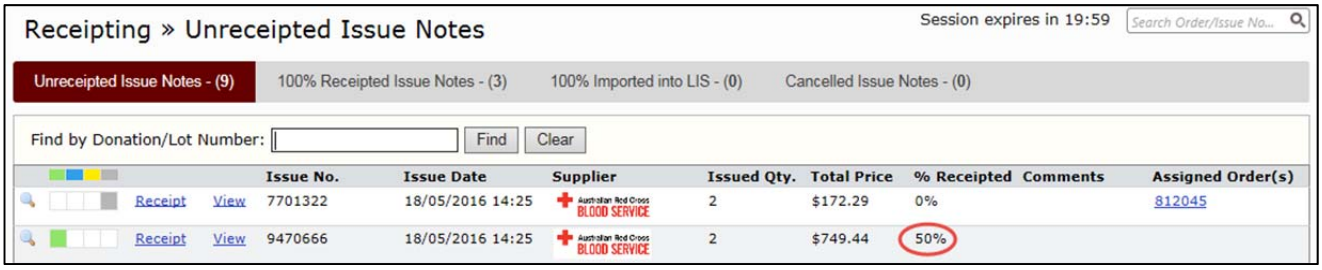
In order to do any of these functions click the “edit” or “view” link on the left hand side of the screen on the same line as the issue note you wish to edit or view. Functions are then performed in the same way as for an un-receipted issue note.



Note: Using the edit button to unreceipt one or more receipted items once the issue note has been opened will move the issue note back to the *Unreceipted Issue Notes* tab when it is saved. This can be useful in the BloodNet Training site to make issue notes available for manual receipting.

5.11 Completing an Issue Note

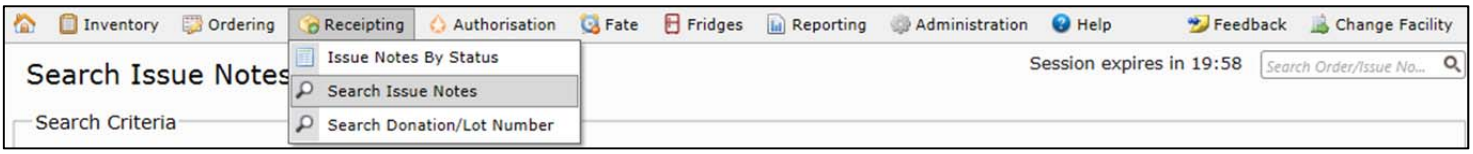
The "% Receipted" value shown on the *Unreceipted Issue Notes* tab relates to the proportion of lines that have been marked as being receipted, it does not relate to the order fulfilment ratio of *Issued* to *Receipted* Quantities.



In the example, about 1 out of 3 products have been receipted, therefore one third of the Issue note has been receipted before it was saved. The user is able to click "receipt" and continue to receipt the remaining products on the issue note and then save it to move it into *100% Receipted Issue Notes*.

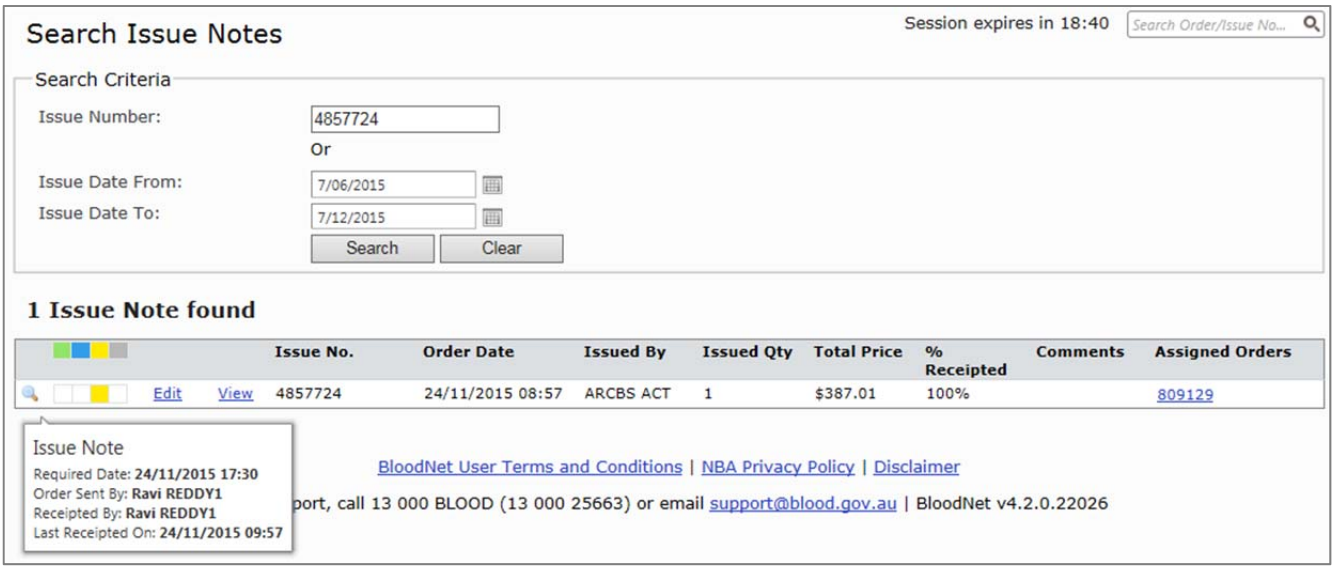
5.12 Searching Issue Notes

You are able to search for an issue note at any time by either the Issue Note Number, or a specified date range. To conduct a search, hover over the word *Receipting* in the top menu and click on *Search Issue Note*.



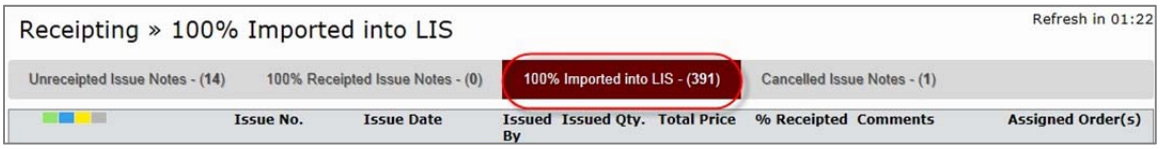
Enter the issue note number or date range and click search; a list of Issue Notes will appear that meet your specific requirements. From here you can view the issue note or edit/view the assigned order by clicking on the order number on the far right hand side of the screen.

You are also able to see a preview summary of the issue note including required date, who the order was sent by, along with the date, time and person who last receipted the issue note simply by clicking the magnifying glass icon on the far left hand side of the screen.



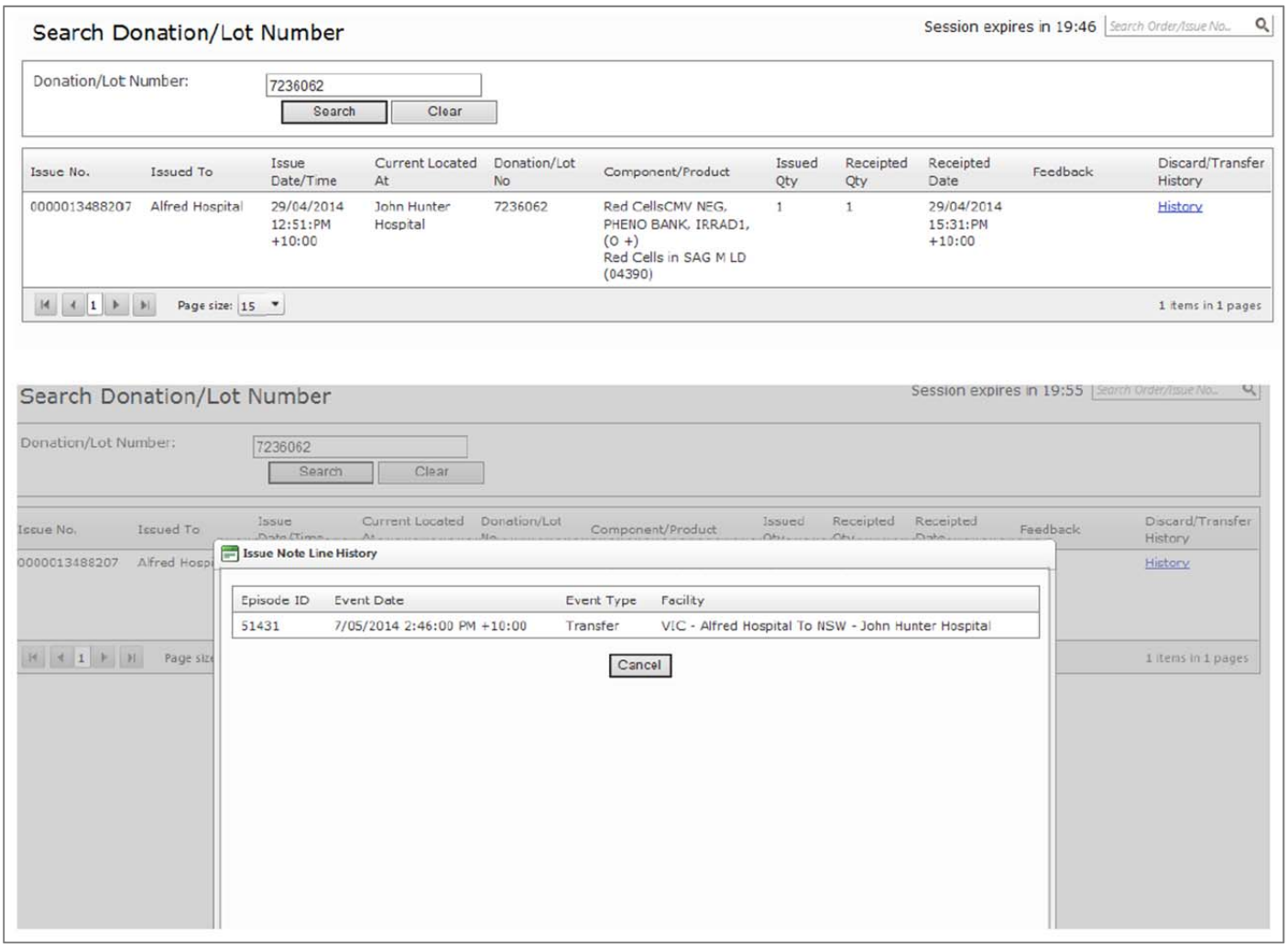
5.13 LIS-Enabled sites

For those sites which have an active LIS interface, you will see an additional tab under your *Receipting*, *Issue notes by status* tab called *100% Imported into LIS*. This is to show all of the issue notes which have been fully receipted within BloodNet and then pushed or pulled across into your Laboratory information system. This function removes the need to double handle each product by entering it separately into both systems.



5.14 Search Donation/Lot number

A donation/lot number can be searched from the Receipting menu. When you click on *Search Donation / lot number* the following search screen will come up where you can enter the donation/lot number and relevant result will be displayed. Clicking the *History* link will display the discard/transfer history of that donation/lot number.



6. Authorisation

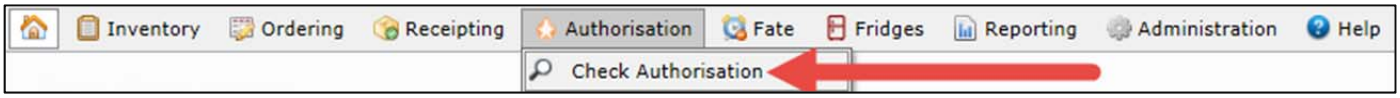
Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au

6.1 Authorisation Overview

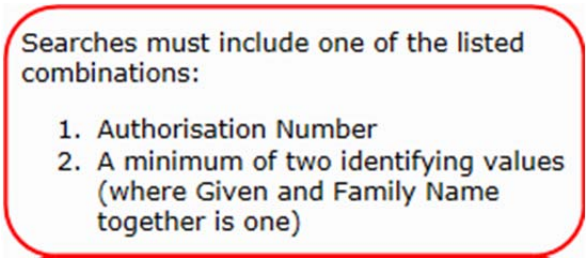
The Authorisation Tab is the tab under which information from BloodSTAR will appear for nominated dispensers. Prior to the BloodSTAR go-live date for each State/Territory BloodNet sites will only be able to see one menu item under the Authorisation tab, Check Authorisation. Other menu items will become available after each jurisdictions go-live date.

6.2 Check Authorisation

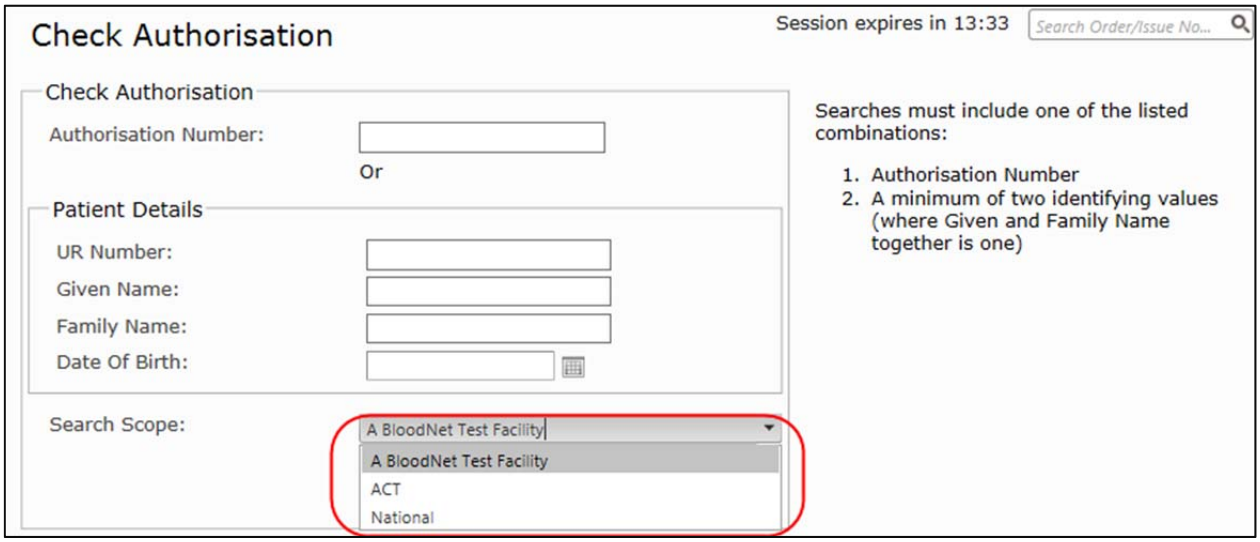
To check the authorisation for a patient that has a current active authorisation in BloodSTAR, click on *Check Authorisation.*



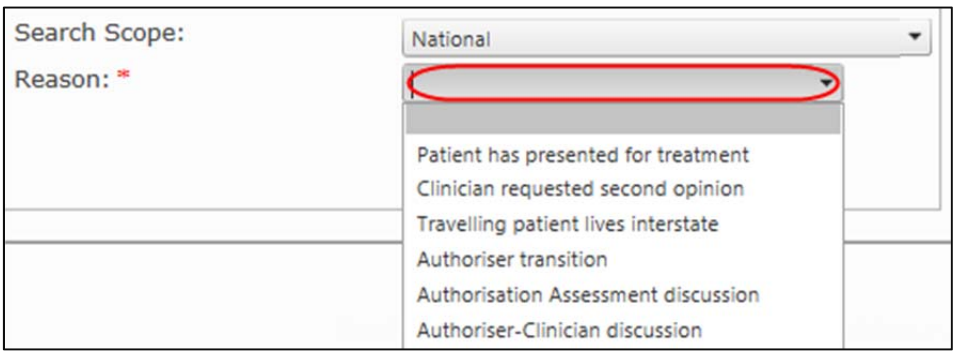
On the *Check Authorisation* page, you will be presented with a search function that allows you to search for specific patient authorisations, limited by the rules on the right hand of the page (shown below).



The search will only provide a returned result for exact matches and will not return results for incomplete or partial matches. Once you have entered enough information to perform a search, select the scope of the search. The scope allows for three levels of search: facility only, your State/Territory or National.



Note: If searching at either a State/Territory or National level, you will be asked to provide a reason for searching across patient details outside your facility, nominate the reason from the drop down list and click search.

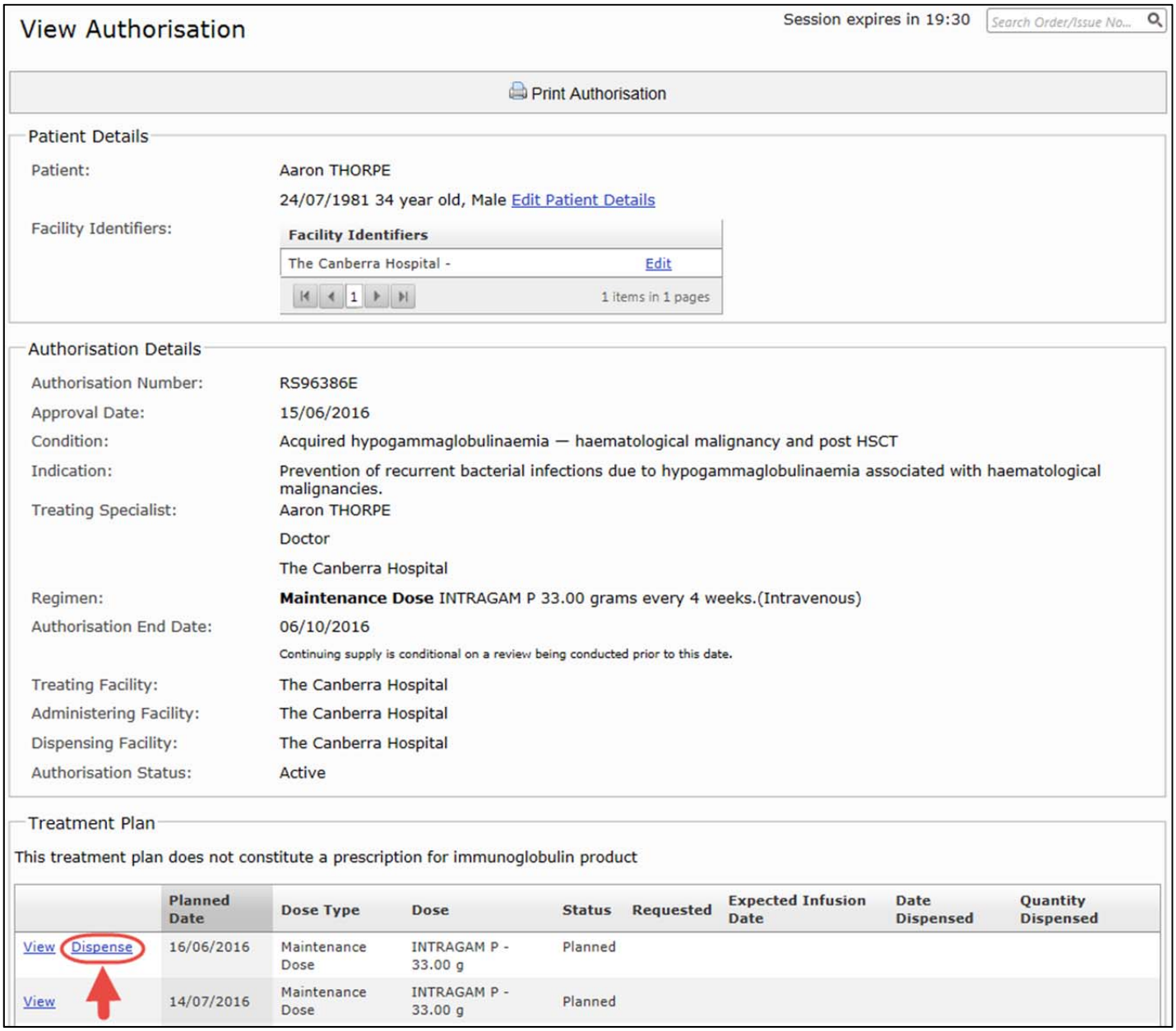


Once a matching record has been found, the active authorisation for that patient will automatically appear on-screen as the View Authorisation page.

6.3 Dispensing From View Authorisation

From the View Authorisation screen, all details of the patient's authorisation can be seen. If dispensing Ig to a patient with an active authorisation against your site, **you must perform dispense episodes from the View Authorisation page.** To perform a dispense action from an active authorisation:

1. Scroll down until you locate the Treatment Plan and the planned dose for the patient. The earliest dose that has not yet been actioned will appear with a "Dispense" option against it. Click on "Dispense".



2. You will be taken automatically to a new Dispense Episode with the details of the patient and dose pre-populated. From here, complete the episode as normal and submit.

7. Fate

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au

7.1 Fate Overview

The Fate Module enables laboratories to record their transfer of units to other laboratories and the discard of blood and blood products issued by the Blood Service. It also has the optional Fate types of Allocate, Conversion, Dispense and Return to Stock, which, although optional, are required to maintain accurate stock levels if the site wishes to use the non-LIS Inventory Tab function.

The analysis of such data by hospitals, suppliers and governments is crucial to enable appropriate supply planning to occur so that components and products are available when and where they are required for use without unnecessary discards occurring.

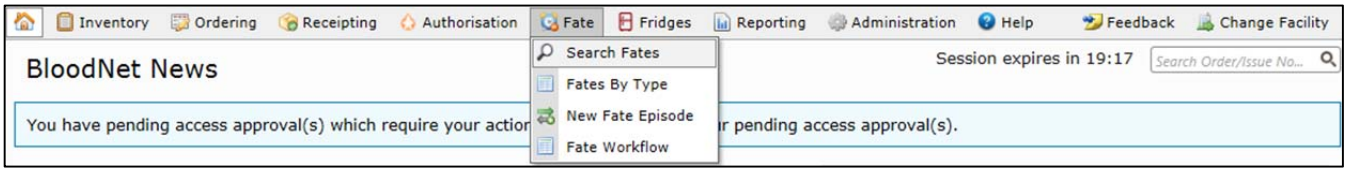
The Fate Module facilitates the transfer and discard of products, as well as any allocation, dispensing or conversion of a facility, but also has the ability to:

- Record the transfer of units between not only other laboratories but custom sites such as Air and ambulance services;
- Link between the actual issue of units being transferred and discarded and the transfer or discard episode, drawing through the age of the units upon issue , the original facility that they were issue to and so forth;
- Integrate transfer and discard data into the other BloodNet reports, including unit issues and inventory levels to provide holistic reporting that can be generated on demand by end users to timelines that suit the needs to the facility.

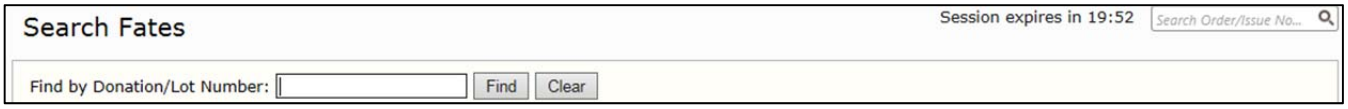
For those who have their Laboratory Information System (LISs) interfaced, the creation of Fate episodes that you currently complete in your LIS will move directly into BloodNet and will be able to be viewed and reported against as required.

7.2 Search Fates

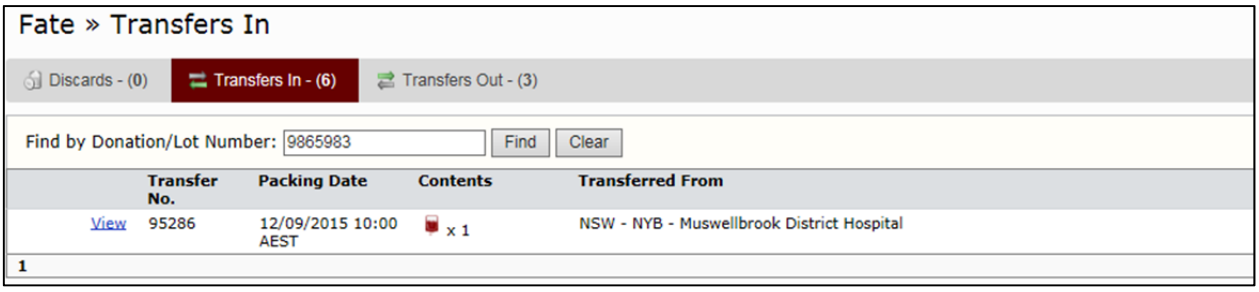
To search Fates, hover over the *Fate* tab and select *Search Fates.*



Once the search pages has loaded, enter the Donation/Lot Number of the Fate episode you want to locate.



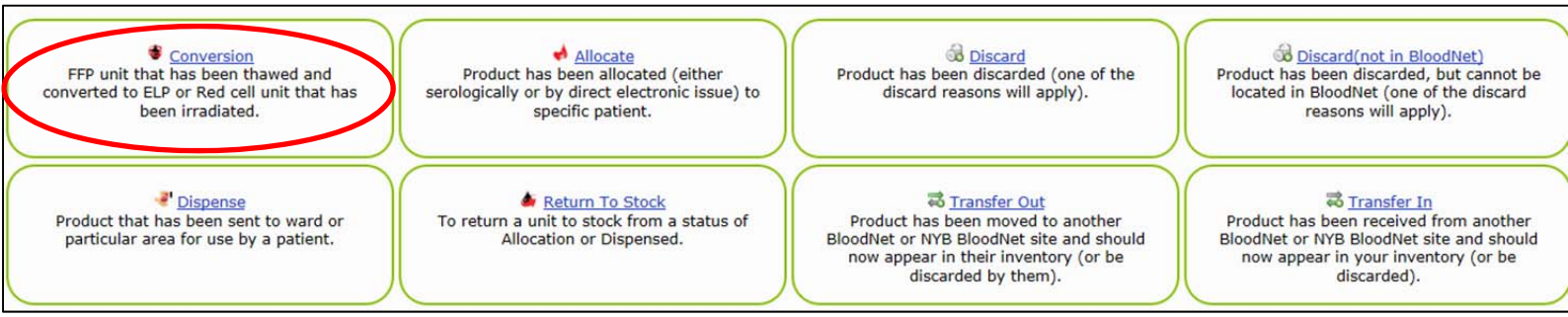
Entering the ID will automatically take you to the *Filter by Type* page for that unit's Fate record.



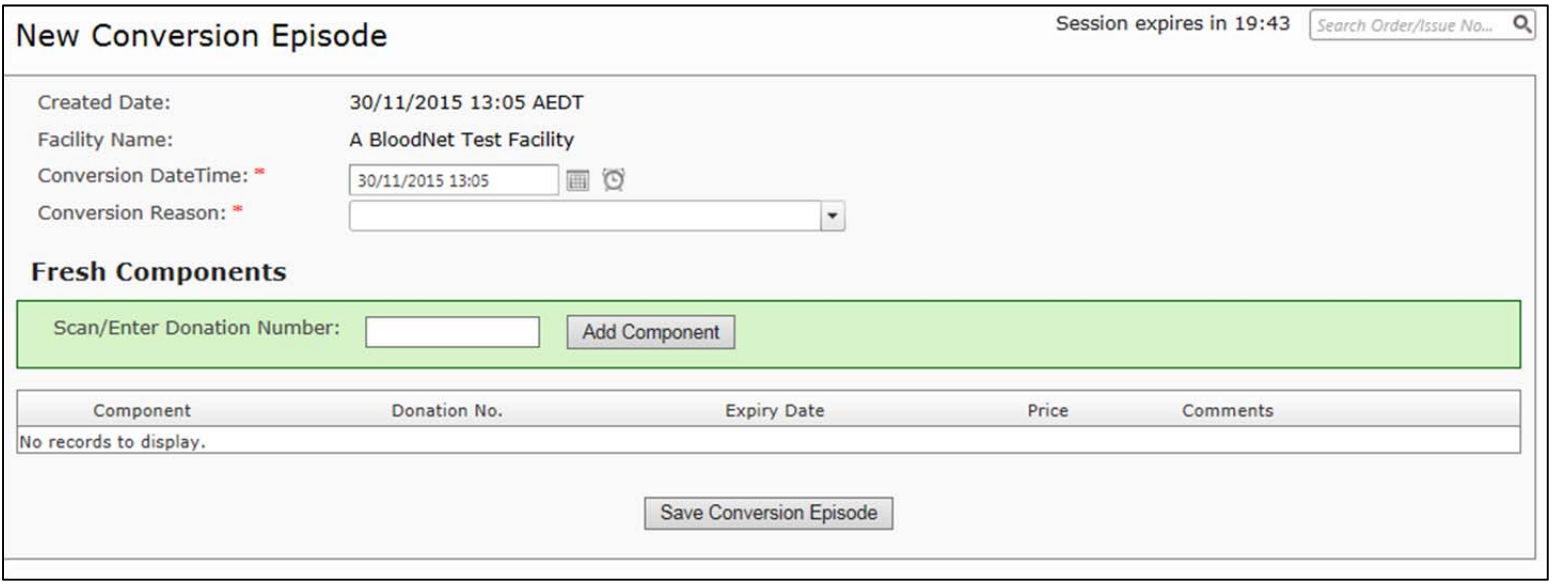
7.3 Conversion

A new Fate Conversion episode should **only** be made if an FFP unit has been thawed and converted to ELP, or a Red Cell unit has been irradiated.

1. Hover over the Fate tab and select *New Fate Episode*. From the different Fate types, select *Conversion*.
2. Fill in the date and time of conversion, as well as the conversion reason. Then, scan the donation or lot



number into the highlighted box. This will automatically enter the product into the Conversion episode. If there is more than one unit with that donation lot number, you will be prompted to select the correct component from a pop-up list.



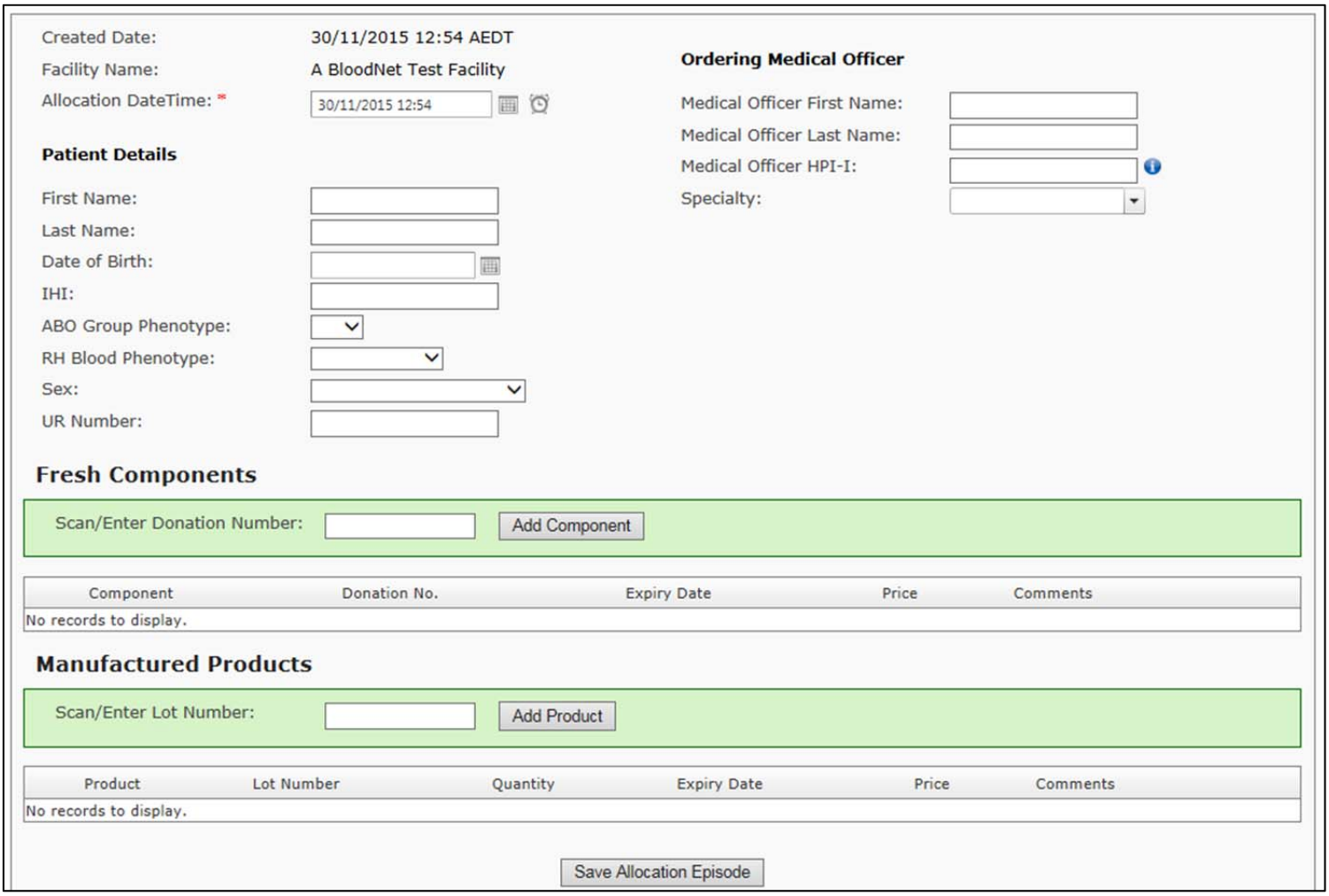
3. Scan each additional unit and click *Save Conversion Episode*. This will generate a Fate Episode Receipt and change the unit's status in BloodNet.

7.4 Allocate

An Allocate episode should be created when the unit has been allocated (either serologically or by direct electronic issue) to a specific patient. To Allocate a unit, perform the following steps:

1. Select *Allocate* under the *New Fate Episode* tab.

2. Fill in the required mandatory field of the date and time of the allocation, and scan the donation or lot number into the highlighted box. This will automatically enter the product into the Allocate episode. It is best to enter as much patient information as possible, in case the episode needs to be referred to later. If there is more than one unit with that donation lot number, you will be prompted to select the correct component from a pop-up list.

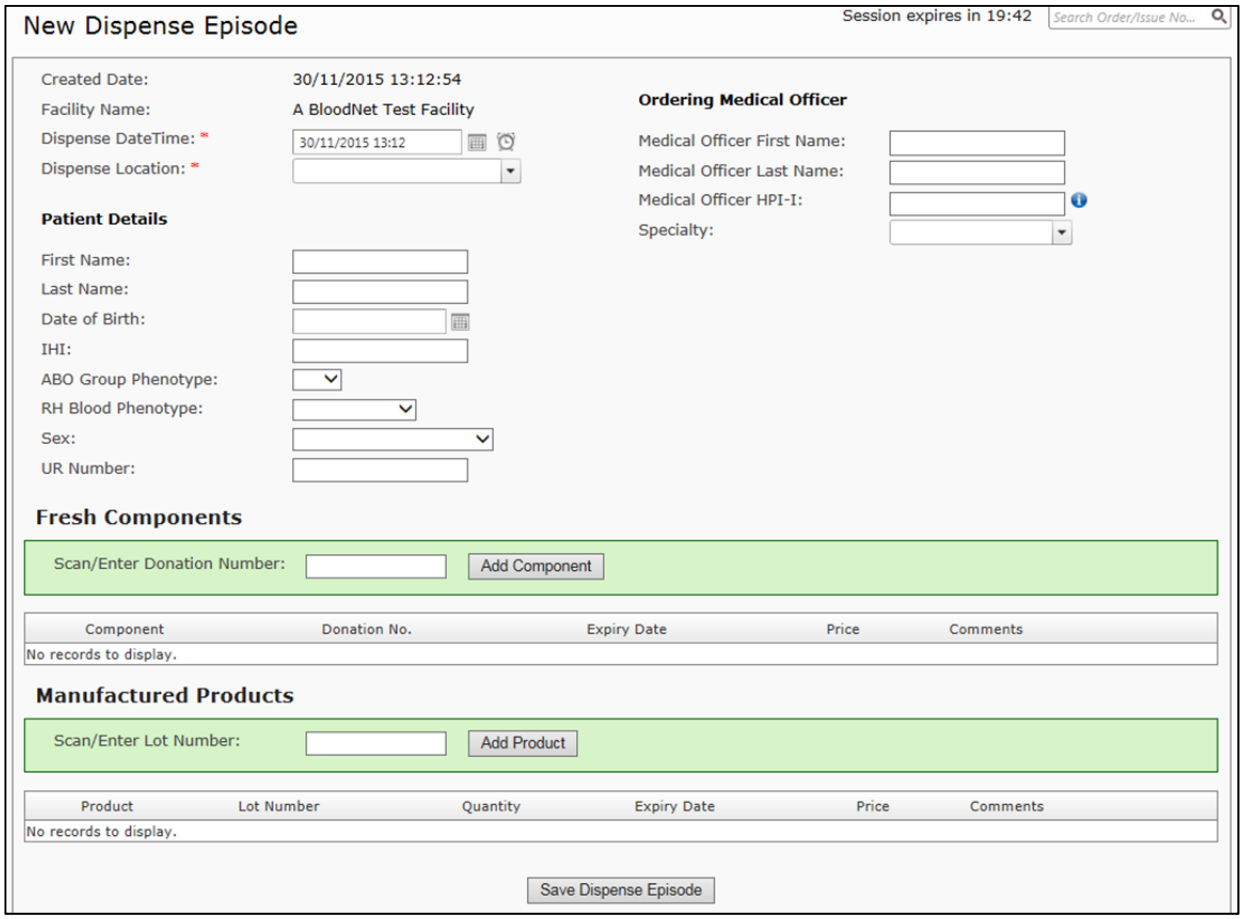


3. Scan each additional units and click *Save Allocation Episode*. This will generate a Fate receipt that confirms the successful creation of an episode. The unit's status will then be officially changed to Allocated.

7.5 Dispense

A Dispense Fate Episode should be created when the unit has been sent to a ward or particular area for use by a patient.

1. Hover over the Fate tab and select *New Fate Episode*. From there, select *Dispense*
2. There are two mandatory fields which must be entered: Dispense Date and Time, and the Location. Enter these and scan the donation or lot number into the highlighted box. This will automatically enter the product into the Dispense episode. If there is more than one unit with that donation lot number, you will be prompted to select the correct component from a pop-up list.
   Note: it is not mandatory, but it always best to try and enter as much of the requested patient information as possible for record-keeping and unit-tracking purposes.



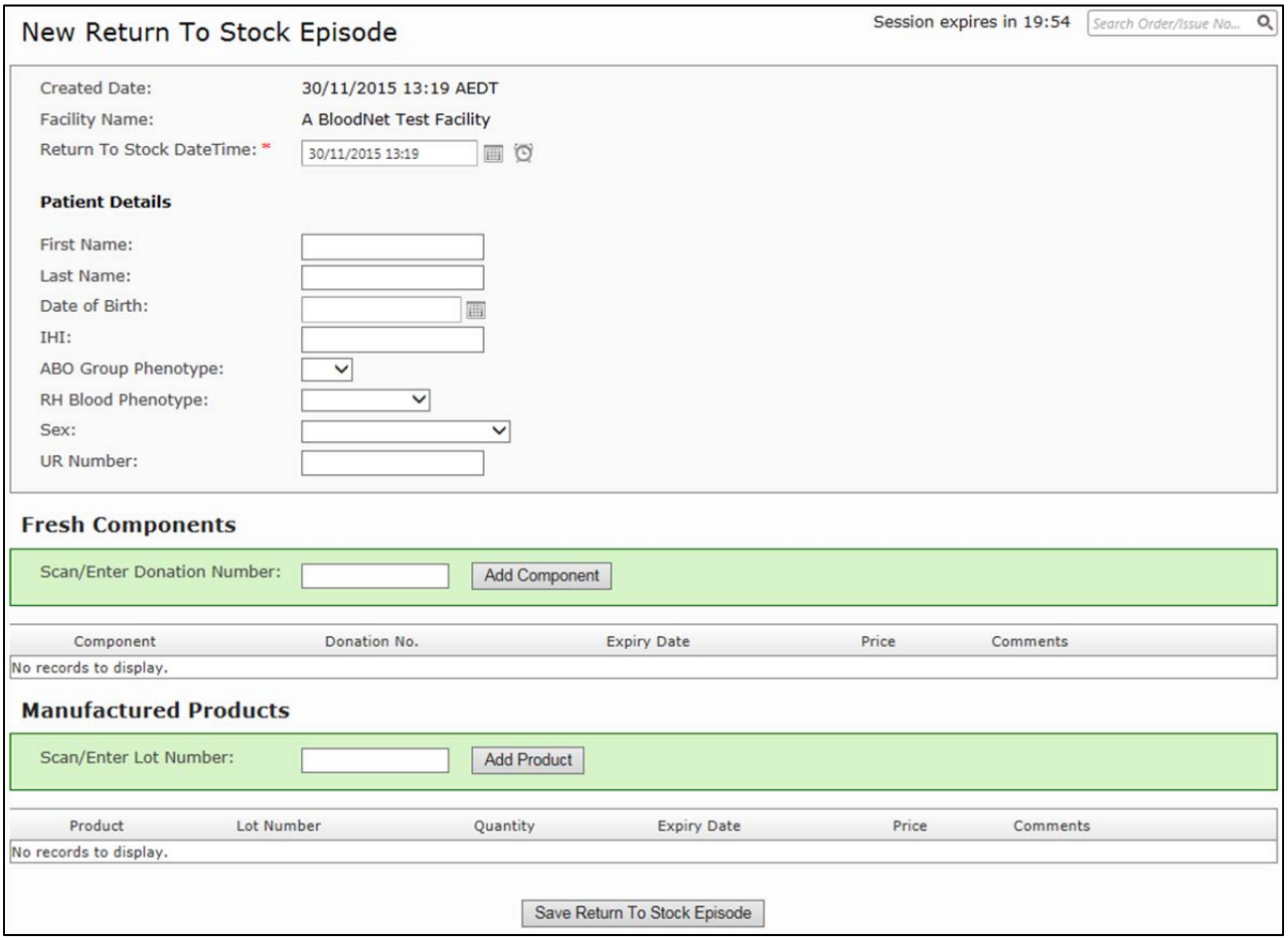
3. Scan each additional units and click *Save Dispense Episode*. This will complete the episode creation, generate a Fate Receipt with full details and change the status of the unit in BloodNet. You can dispense any unit in your stock.

7.6 Return to Stock

A unit should have a Return to Stock episode created when it has been Dispensed in BloodNet, but then been returned without being used for the patient.

1. Hover over the Fate tab and select *New Fate Episode*. Select *Return to Stock*.

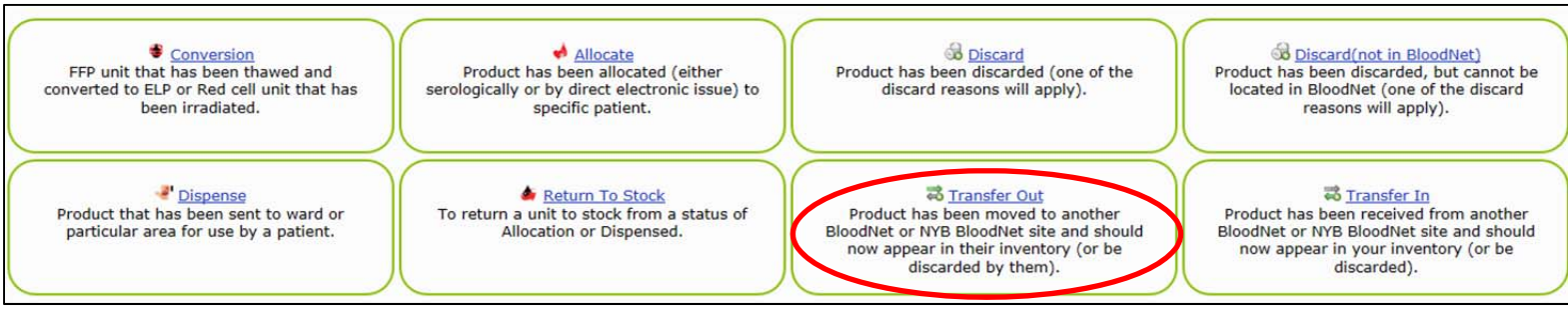
2. Fill in the date and time and scan the donation or lot number into the highlighted box. This will automatically enter the product into the Return to Stock episode. If there is more than one unit with that donation lot number, you will be prompted to select the correct component from a pop-up list.



3. Scan each additional units and click *Save Return to Stock Episode*. This will complete the episode creation, generate a Fate Receipt with full details and change the status of the unit in BloodNet.
Note: you must Return to Stock any Allocated or Dispensed units before any other Fates can be applied to them.

7.7 Transfer Out

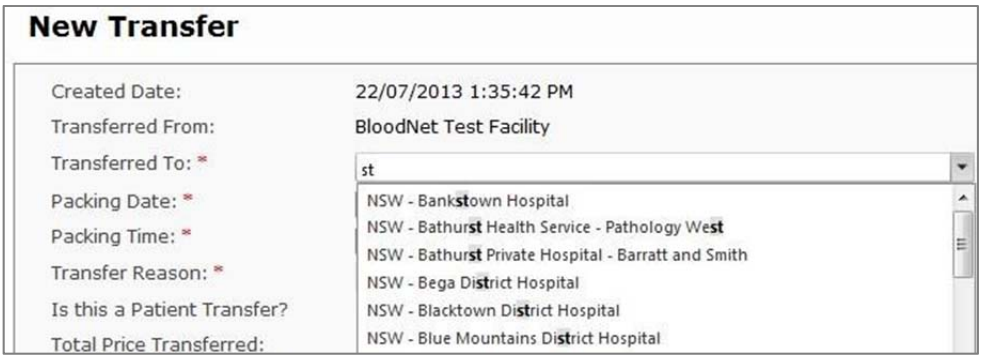
A transfer out is required in BloodNet when you are physically transferring components/product to another facility. This transfer episode must be completed if that facility is also on BloodNet.
Note: you cannot transfer a unit that is allocated/dispensed. They must be returned to stock first.



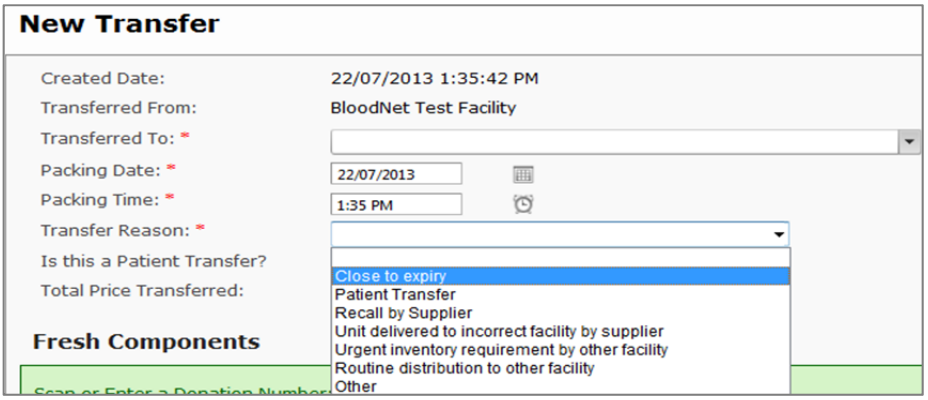
A transfer out episode can contain any amount of blood and/or blood products as long as they are all going to the same location on the same day. To complete a transfer of blood or blood product to another site follow the five steps below:

1. Select *Transferred Out* located under the *New Fate Episode* tab.

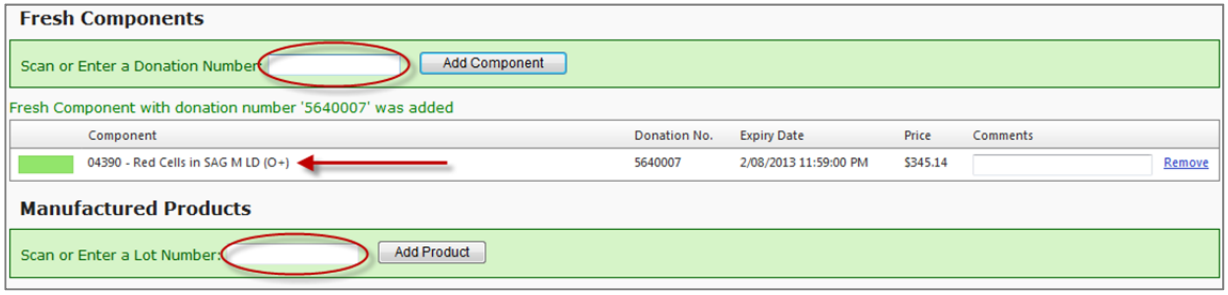
2. Select the location that you will transfer the items to from the drop down list. This list contains all sites nationally who are on BloodNet as well as custom locations, if you begin to type the site that you are transferring to, the list will narrow down to your option.



3. Select the reason for the transfer from the drop down list. If the unit is to be transferred with a patient select that option from the list, click on the box next to "Is this a Patient Transfer?" and enter in any relevant details.



4. Add the component/s or product/s to the transfer episode. Click in the Scan or Enter a Donation Number or Lot Number box as applicable and scan or type in the number. In the below screen shot you can see the field to enter you Donation or Lot number circled in red and a red arrow pointing to a unit that has now already been added to the transfer episode.

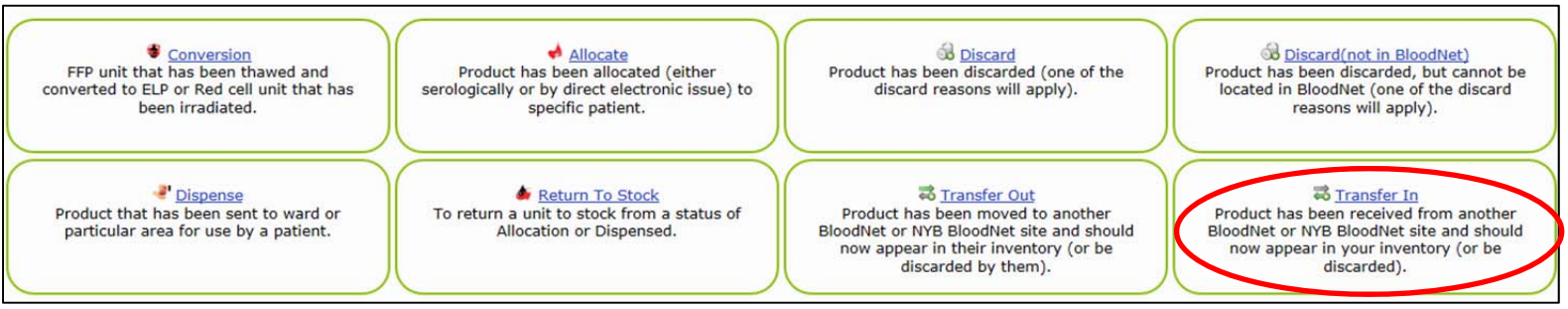


5. Scan each additional unit and click *Save Transfer Episode* at the bottom of the page and you will be directed to your completed transfer receipt to print, sign and add to the shipper for transfer.

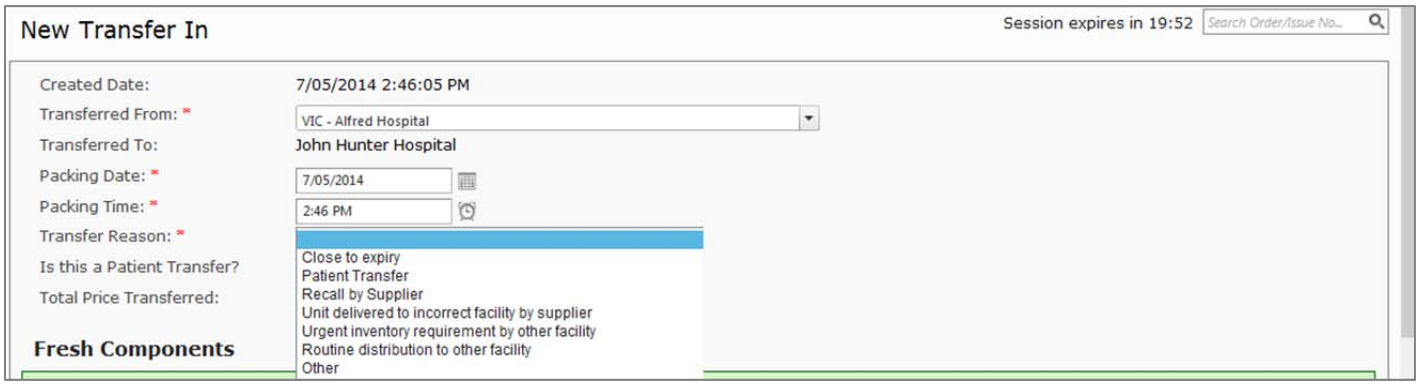
7.8 Transfer In

A transfer in is required in BloodNet when a unit is transferred from another BloodNet facility that has not done the transfer in BloodNet. To complete a transfer of blood or blood product to another site follow the five steps below:

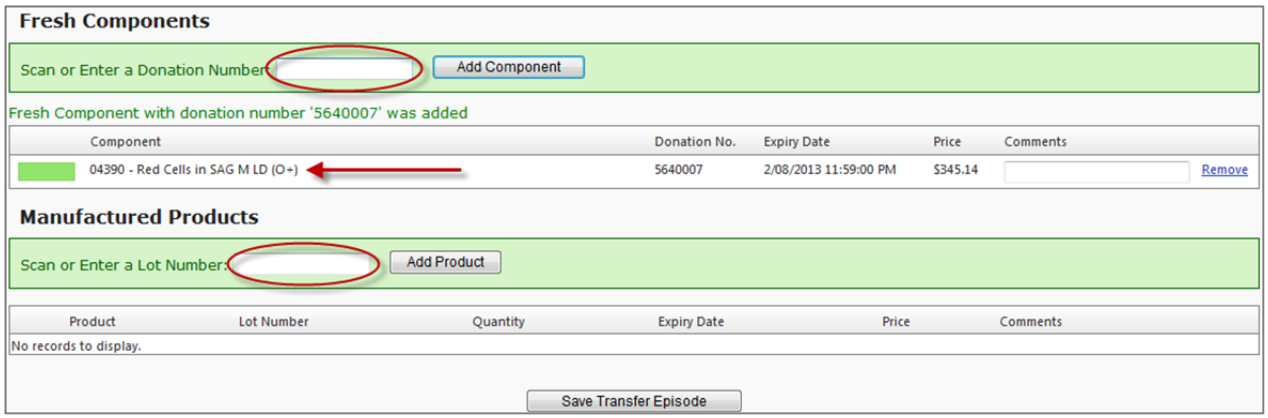
1. Select *Transferred In* located under the *New Fate Episode* menu.



2. Select the reason for the transfer from the drop down list. If the unit is to be transferred with a patient select that option from the list, click on the box next to *Is this a Patient Transfer?* and enter in any relevant details if possible.



3. Add the component/s or product/s to the transfer in episode. Scan or enter a donation or lot number as applicable. This will automatically populate the transferred from location.



If you have multiple units with the same donation number, e.g. split apheresis units, a pop up box will appear for you to select the appropriate component.

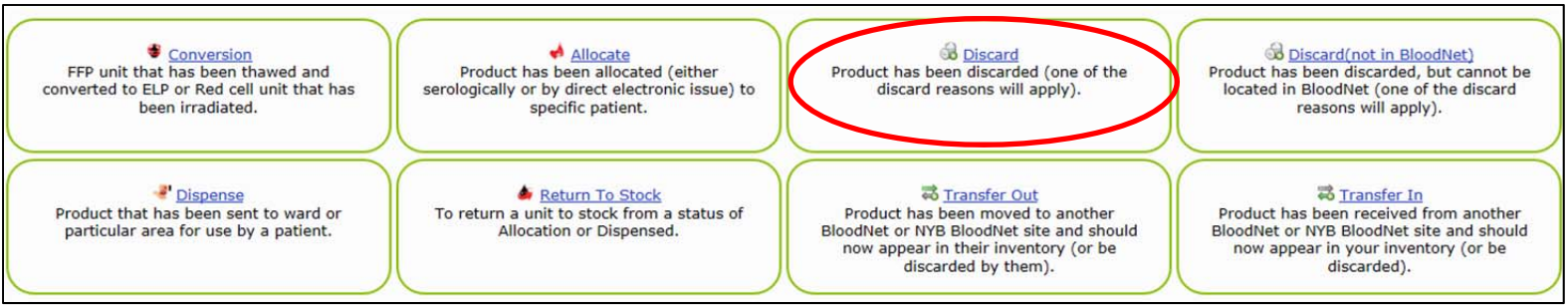
4. Scan each additional unit and click *Save Transfer Episode* at the bottom of the page and you will be directed to your completed transfer receipt to print and sign.

Note: only <u>one</u> facility needs to perform a transfer action in order for that item to appear in the new facility. If the sending facility performs *Transfer Out* then the receiving facility does not need to perform *Transfer In* and vice-versa.

7.9 Discard

Discard can contain one or more units (either Blood components and/or Blood products supplied by the Blood Service), depending on your need and laboratory practice.
Note: You cannot discard a unit with status allocated/dispensed. They must be returned to stock first.

1. Select *Discarded* under the *New Fate Episode* tab.

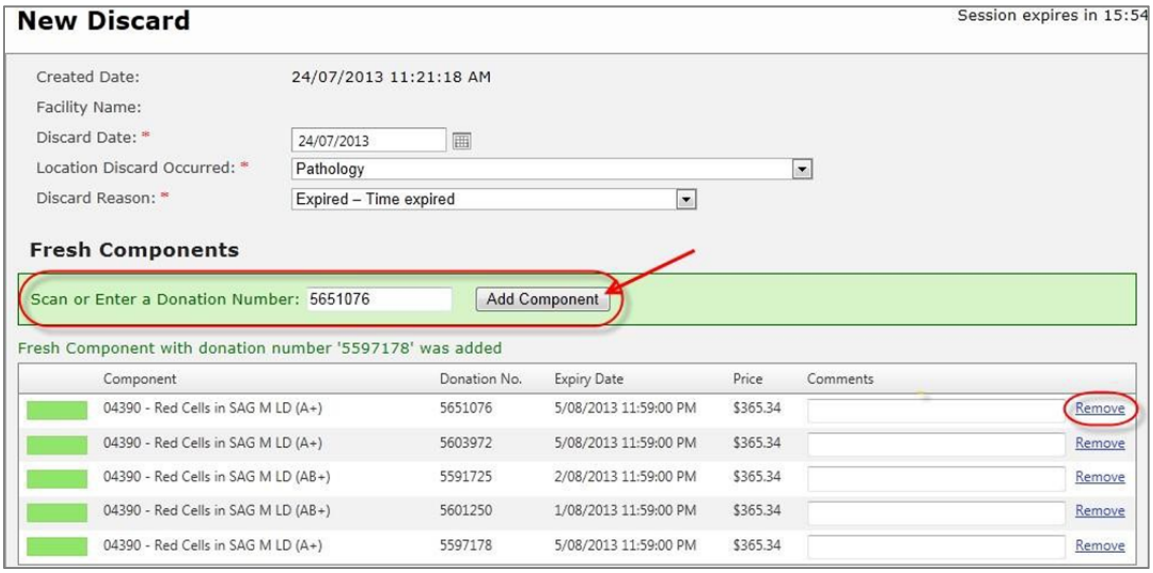


2. Select the *Location Discard Occurred* and *Discard Reason* from the drop down lists. If you are recording a Discard retrospectively you can override the current date to reflect the actual date of discard.

If you are unsure of the most appropriate *Discard Reason*, simply click the *Definitions* link next to the drop down list and an explanatory screen with a list of all reasons and a description of their use will be displayed. Simply click on the relevant reason to select that reason and to close the explanatory screen.

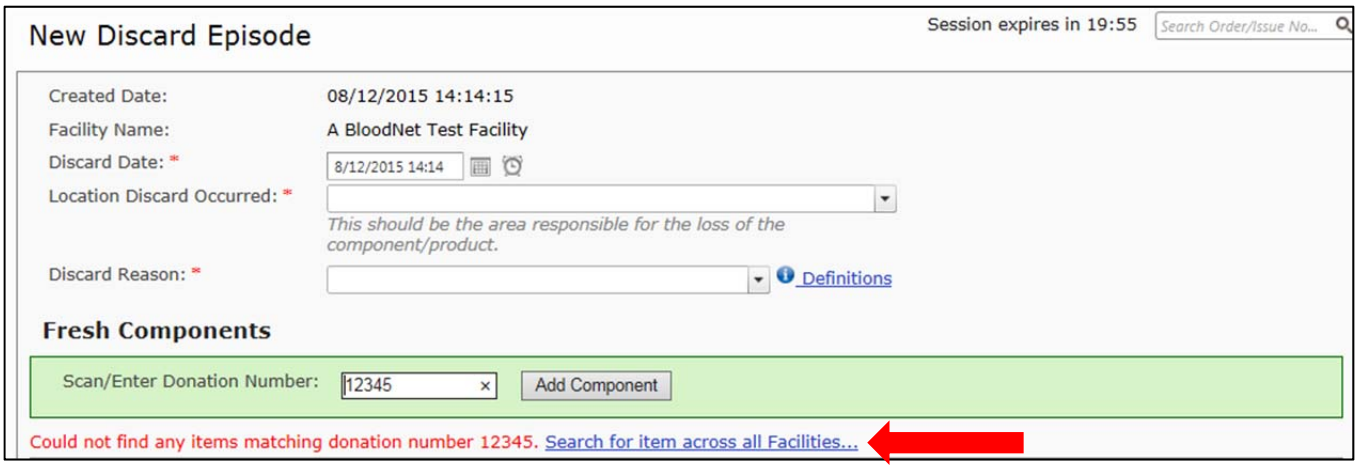
3. Scan the Donation number barcode into the *Scan or Enter a Donation Number* field and click *Add component*. BloodNet will retrieve all remaining data and add this unit automatically to the discard record. To add any additional unit (s) simply scan the next donation number.

4. You can enter multiple units per discard record, and a discard record can contain both blood components and blood products. The benefit of entering multiple units on one discard record is that you will only need to enter the *Discard Reason* and *Location Discard Occurred* values once.

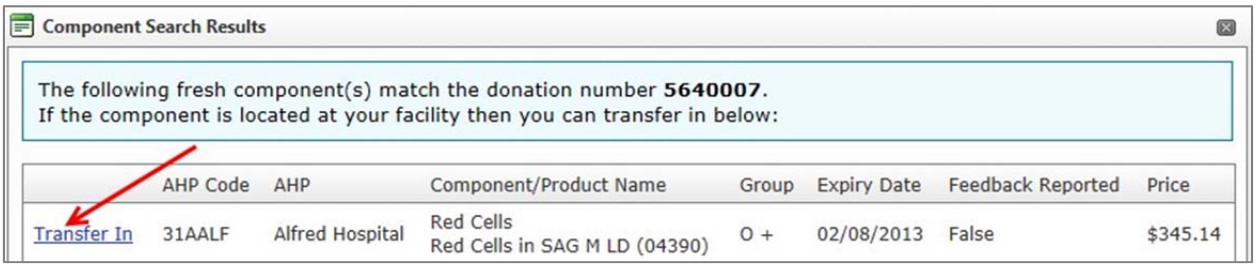


If you have selected the incorrect unit(s) click *Remove* on the far right side of the page and the unit will be taken off the discard episode.

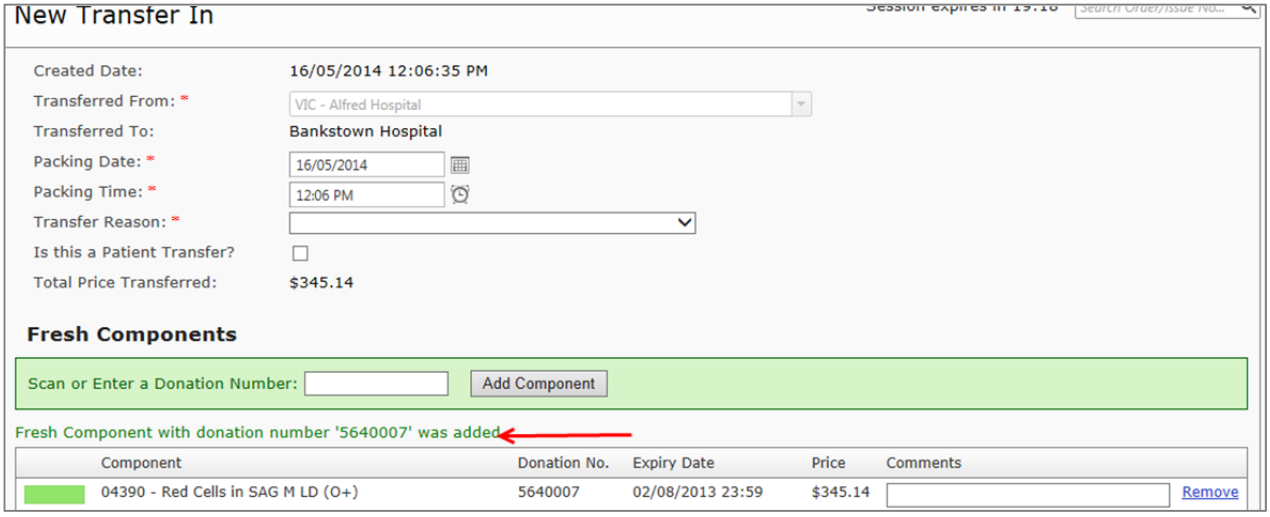
If the entered donation number is not found at your facility, you will be presented the following screen where you have the functionality of being able to search across all the facilities.



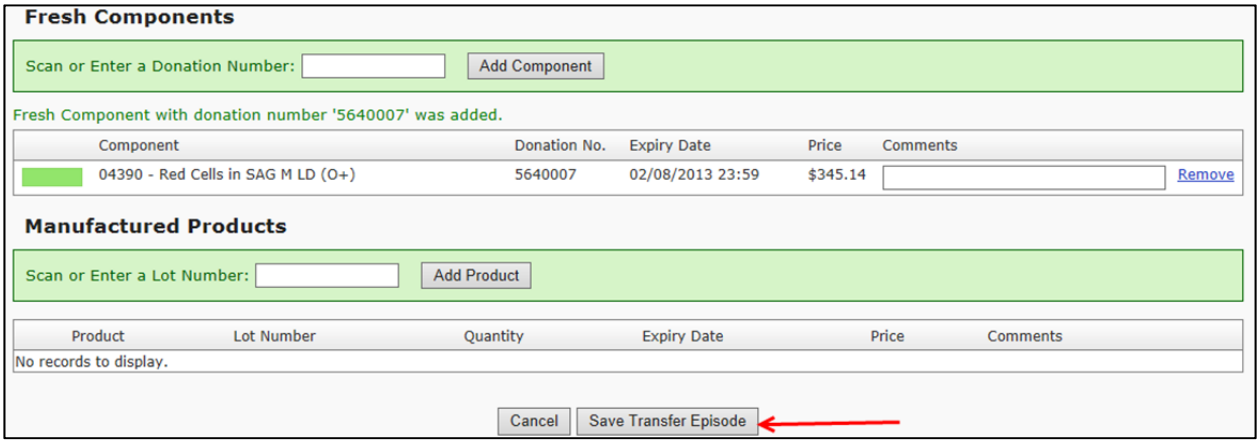
After doing the search, you can do a *Transfer In* for the item to your own facility by clicking on following link:



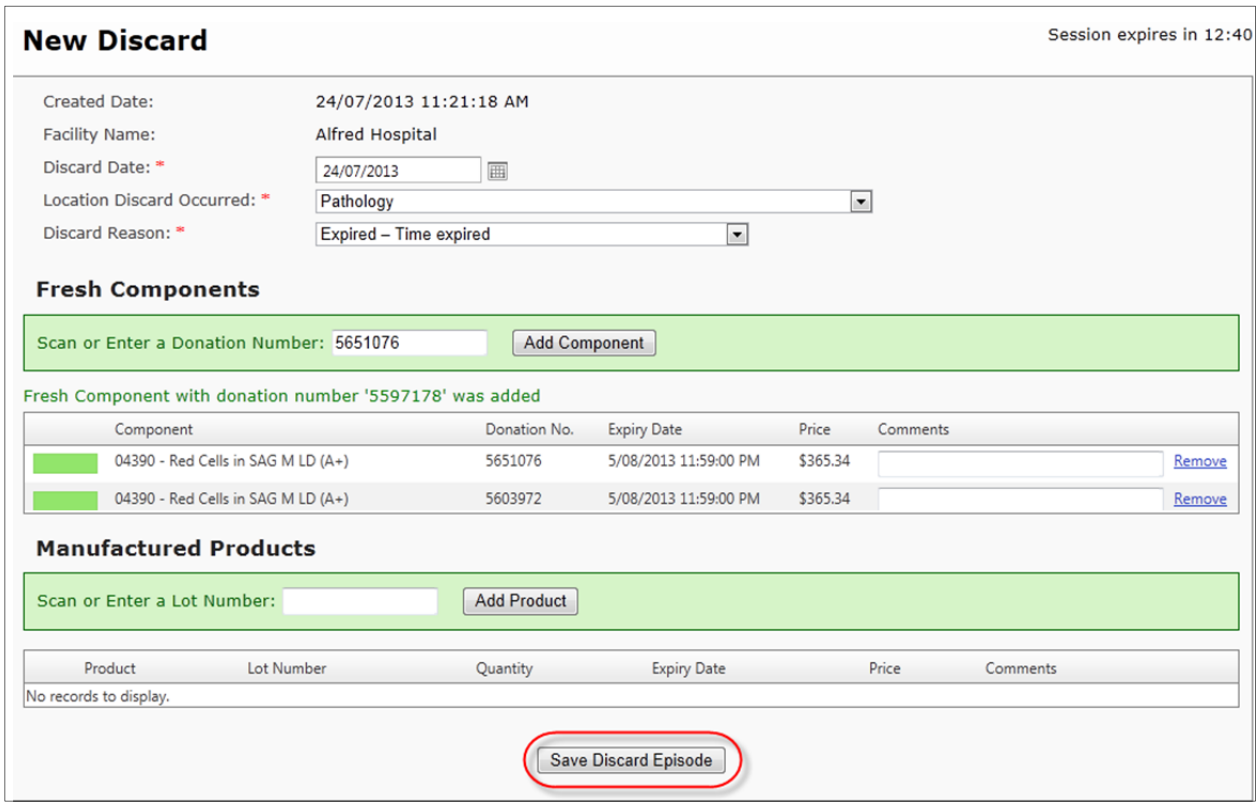
You will then be redirected to a new *Transfer In* screen as shown below.



Once you click on *Save Transfer Episode* button on the following screen, the transfer of the item to your facility will be completed.



5. Click *Save Discard Episode*. The BloodNet Discard Receipt will now be available to view.

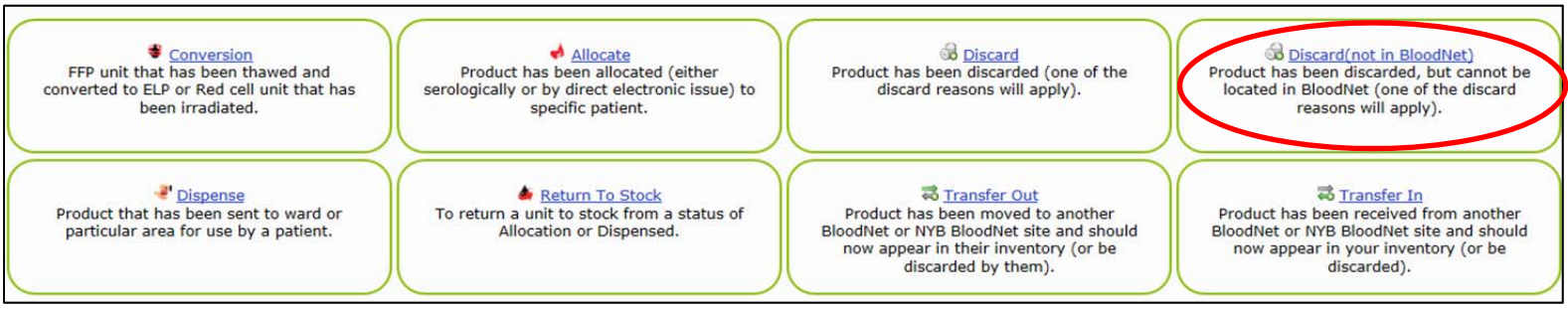


A discard receipt is then created which details the discard record that you have just created. If you wish, this can be printed at the time, or at a later stage as required. Example below:

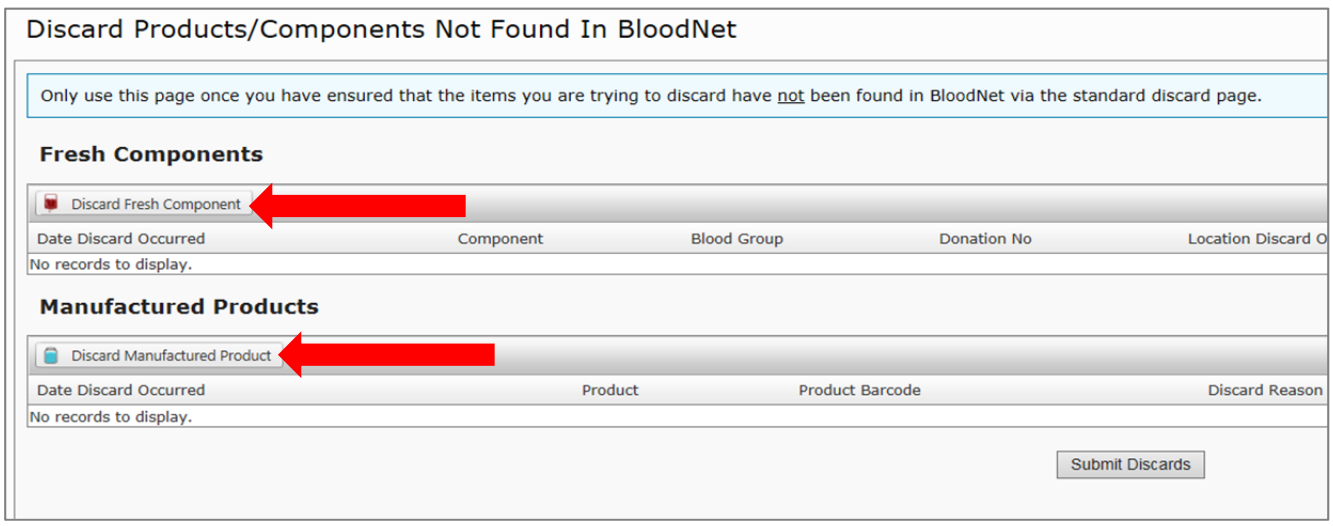
7.10 Discard Products/Components Not Found in BloodNet

If the unit does not appear when the donation/lot number is entered or scanned, and cannot then be located via *search across all facilities*, it is still possible to create a discard episode.

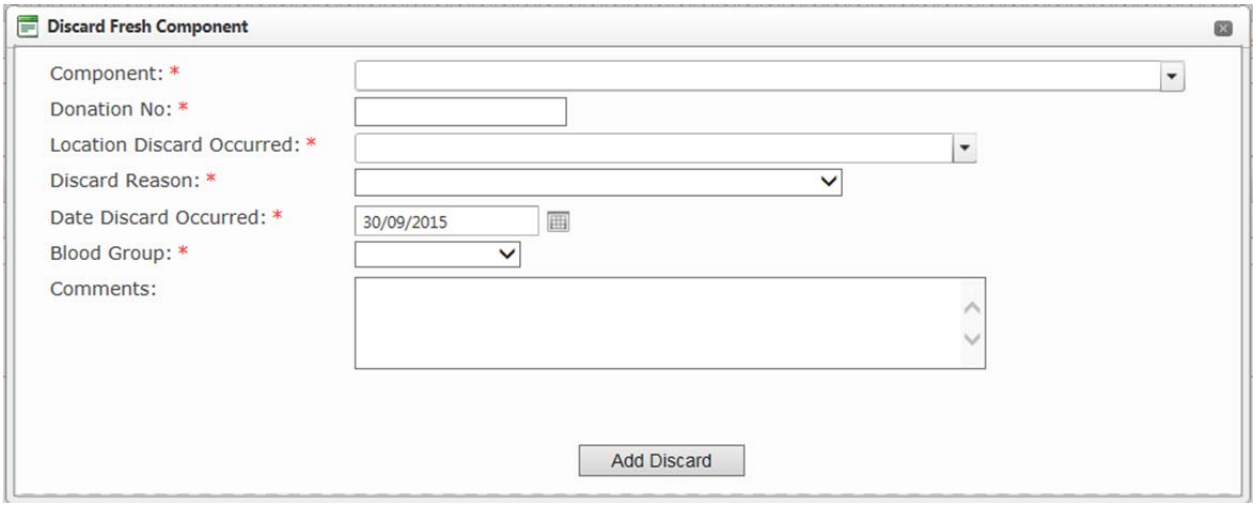
1. Select *Discard (Not Found In BloodNet)* from the *New Fate Episode* screen.



2. Select *Discard Fresh Component* or *Discard Manufactured Product*.



3. Enter the details of the unit in the pop-up box that will appear, as seen below.



4. Click "Submit Discards". This will generate a discard receipt, completing the action.

7.11 Fate Workflow

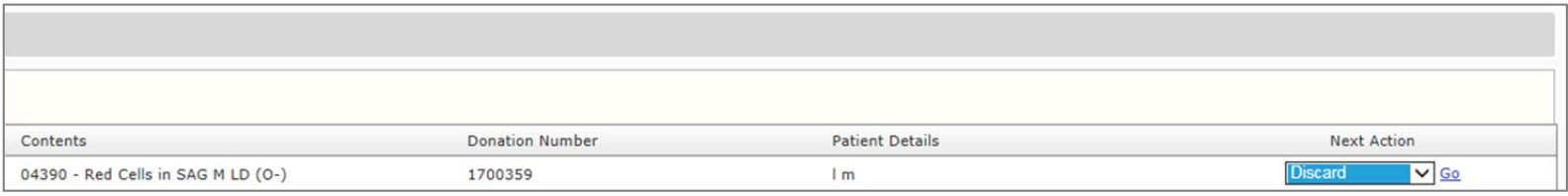
The Workflow page makes changing the status of an Allocated or Dispensed Unit more convenient to users. Any unit with a status of Allocated or Dispensed will appear in the Workflow menu, which can then automatically populate the unit details into a new Fate episode of the user's choosing.

There are three tabs in Workflow: *Allocation/Dispense, Assumed Transfused* and *Complete*. All currently Allocated/Dispensed units will appear under *Allocation/Dispense*, while any units that were previously of that status and changed in Workflow will appear under *Complete*. *Assumed Transfused* is an optional automatic status change that occurs for an Allocated/Dispensed unit after a customisable period.

Note: the Automatic Assume Transfused function must first be enabled under Administration> Edit my Facility and the time period for the assumption set.

To use the workflow function, do the following:

1. Hover over the *Fate* tab and select *Fate Workflow*.
2. To finalise the status of the unit (ie: to discard it or to return it to stock) select the desired Fate application from the drop-down box under *Next Action*.



3. Click *Go*. You will be taken to a new Fate episode with the details of that unit already pre-populated, as well as any patient information already entered.

8. Fridge Module

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au
Fax: 02 6151 5210

8.1 Fridge Module Overview

The purpose of the National Blood Authority BloodNet Fridges Module is to allow users to both manage their own fridges and view additional facilities' critical fridge information. Fridge users are able to know whether fridges that they access are compliant (i.e. meets the minimum AS3864 standard).

Depending on the level of access, a fridge user is able to view and update detailed fridge information such as the fridge details, maintenance records and incident notifications. Users can attach documents to the maintenance records by uploading the documents to fridges module and then linking the documents to maintenance records.

Under incident notifications, users are also able to view any incident notification(s), whether the fridge has been quarantined and whether the fridge administrator has acknowledged the incident. If the required fridge is not listed in the register, then fridge administrators can submit a request to access the fridge to that fridges facility administrator

The fridges module can be accessed via the *Fridges tab* in BloodNet located between the Fate and Reporting tabs (note that only users who have access to BloodNet for ordering and receipting purposes will be able to view the Fate and Reporting tabs).

Note: if you are from a facility that has not used BloodNet, please contact our support team at 13 000 BLOOD (13 000 25663) who will set up a facility site for you.

The fridges module is organised into the following:

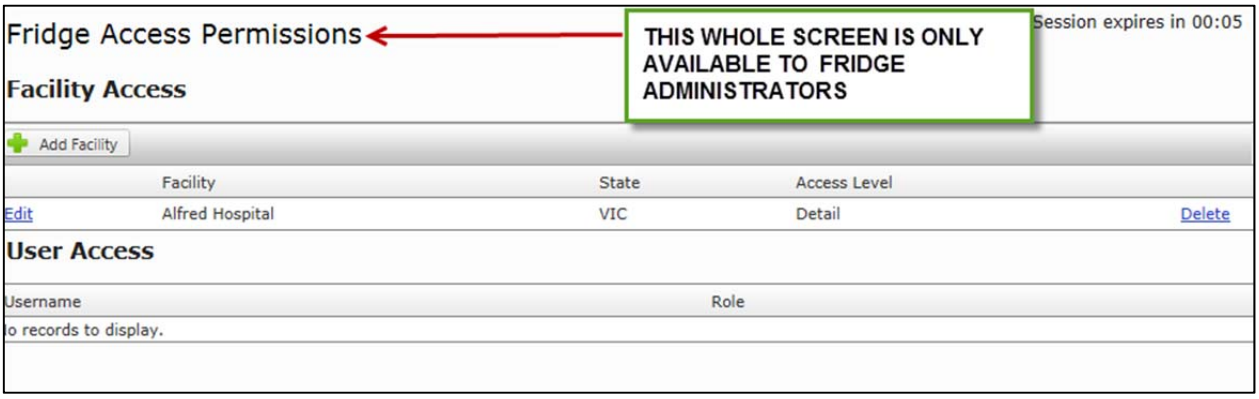
- **Blood Fridge Register:** View a list of accessible fridges by facility. Fridge administrators can request access to other facilities from this view.
- **Blood Fridge Management:** Add, Edit, Delete and upload information related to fridges. Includes maintenance records and attachments.
- **Fridge Access Permissions:** Manage access to your own facility
- **Fridge Access Approvals:** Action fridge access requests submitted by other facilities and view historical list of facilities granted access.

8.2 Fridge Access Permission

Fridge administrators can manage access to their fridges from this screen. Depending on the level of access provided, other users can view either *Summary* or *Detailed* level of information related to the fridges. Fridge Administrators can also edit or delete the access permissions.

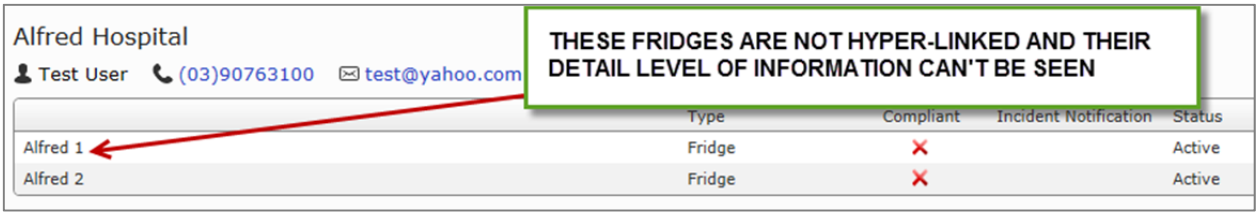
8.2.1 Providing Access to Your Fridge for another Facility

Fridge administrators can provide access to their own fridges to another facility. In the *Fridge Access Permissions* tab, Click on *Add Facility*, select the facility and the level of access to be provided to the facility.

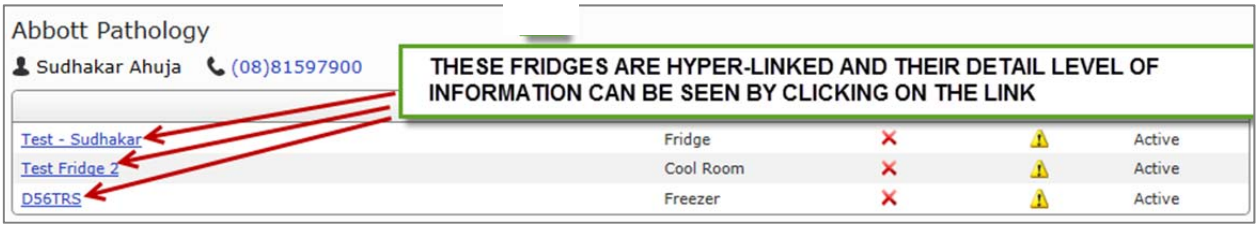


There are 2 levels of access:

- **Summary**: only information about compliance, incident notification status and active status can be viewed.



- **Detail**: in addition to the summary information above, detailed access allows users to view individual maintenance records and attachments associated with the selected fridges.

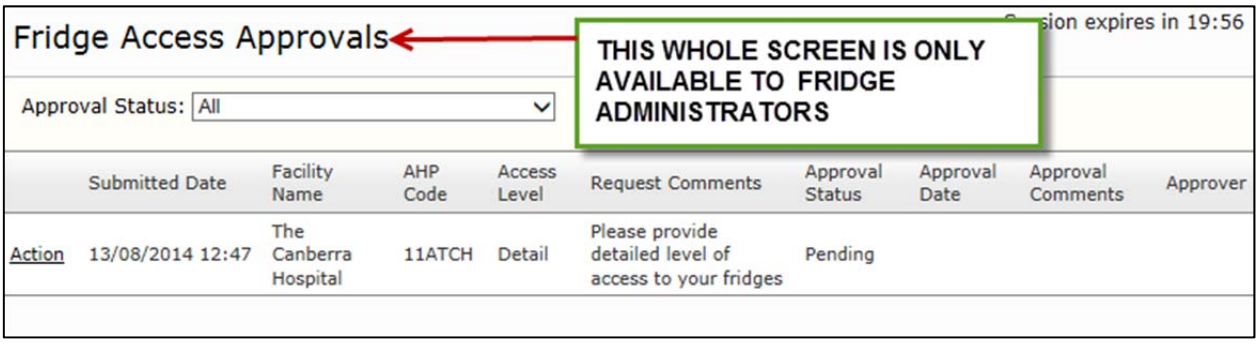


8.2.2 Requesting Access to a Fridge from a Different Facility

Fridge administrators can also request fridge information access from a different facility at a summary or detail level. The fridge administrator from the facility will receive the access request by email and will need to either approve or reject the access request.

8.2.3 Fridge Access Approval

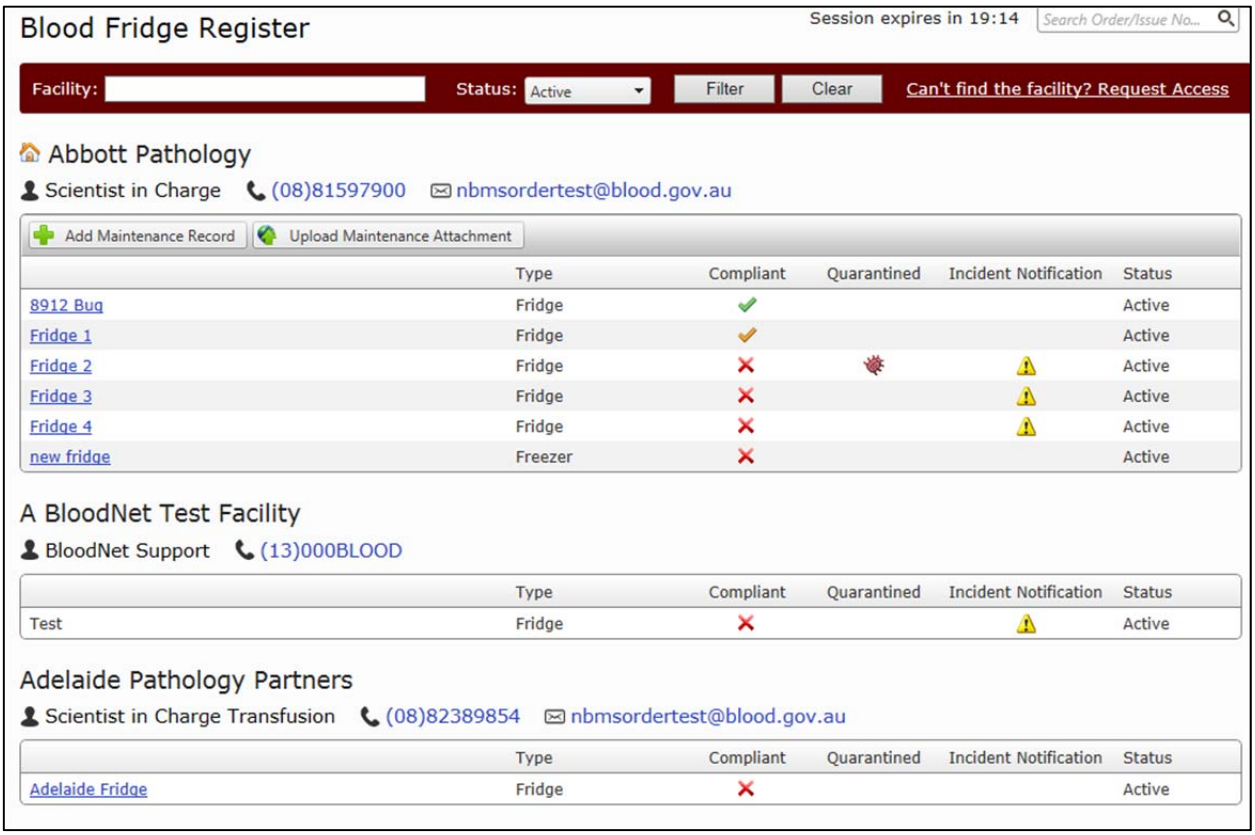
Fridge administrators can approve or reject access requests to their fridges from the *Fridge Access Approvals* tab. The level of access may be changed using the *Fridge Access Permissions* screen.



8.3 Blood Fridge Register

The *Fridge Register* tab allows users to view a facility's list of fridge(s) and compliance related information. Fridge compliance is calculated based on required maintenance actions having been *passed* at the determined frequency.

All fridges belonging to your facility are displayed at the top of the list. If you have access to fridges belonging to other facilities, they will follow, with facilities displayed alphabetically. You can filter the list of fridges belonging to a facility by *active, archived* or both. The default filter that is applied to the list of fridges is *Active*.



You can navigate to details of each Fridge by clicking on the name of the fridge in the register.

NOTE: this only applies to fridges that you have been provided access to detailed information. Where summary detail access only has been granted (see section 7.2) the user will only be able to view compliance details on the register screen.

The fridge details screen displays the detailed fridge information. There are five tabs in this section.

- Fridge Details
- Maintenance Plan
- Maintenance Records
- Attachments
- Incident Notifications

Clicking on one of these allows you to access and manage individual fridges.

Important:

- The *Blood Fridge Register* screen will show you the current compliance status of each fridge. This field indicates whether the fridge is meeting the maintenance plan requirements (activity and frequency). A fridge is compliant if all the latest inspections from the maintenance plan have a *Pass* status AND inspection dates of all the maintenance types fall within the periodicities set out in the maintenance plan.

There are 2 exceptions to this rule:

- For daily tasks, fridge users are allowed a 1 week grace period to enter the daily tasks on to the maintenance record. This will prevent users from having to log on daily to record information so that their fridge doesn't become non-compliant.
- There is no effect on the compliance calculation with respect to miscellaneous tasks. That means that a miscellaneous task may have the status of **Fail** but the fridge will still be considered compliant.

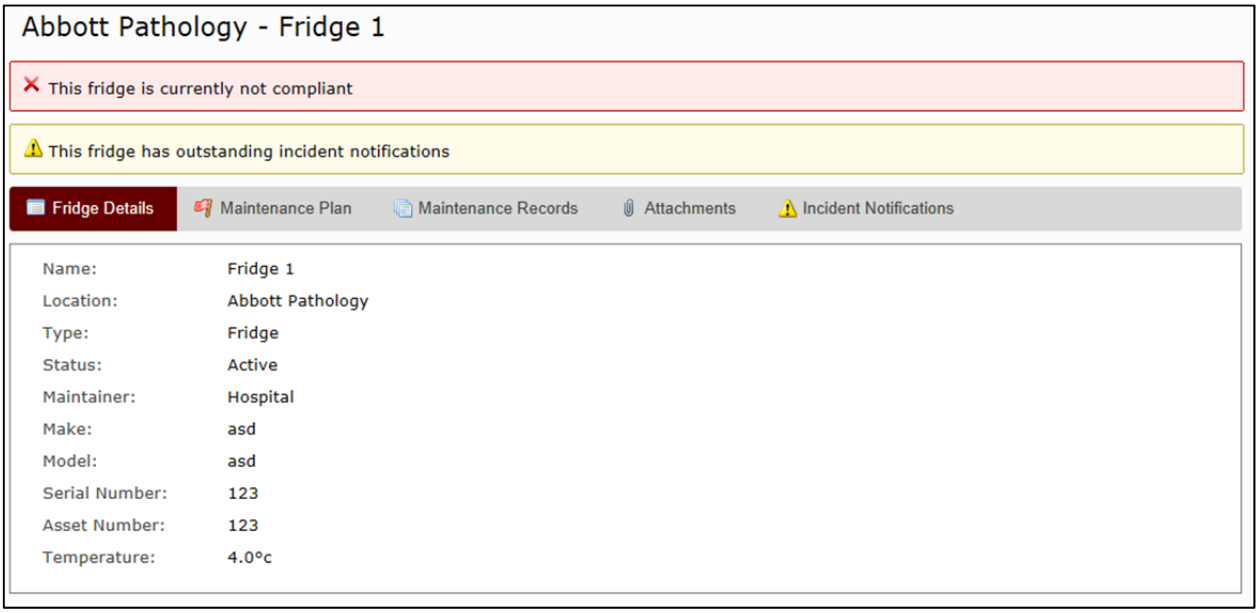
If the fridge is compliant, this column will have a or if within grace period a , otherwise a will be displayed. Where a new fridge is set up for the first time, the fridge is considered not for use, and a will be shown against the fridge, until all the maintenance tests have been passed.

An incident notification icon ( ) under the *Incident Notification* column indicates that there is currently an active incident for this fridge. The notification indicator will appear in the *Fridge Register* until the fridge administrator has acknowledged the incident notification.

You can hover over the incident notification or quarantine status icons to get more information about the episode.

8.4 Fridge Details

The *Fridge Details* screen lists the identifying information of the fridge, which has been set up by the fridge administrator. Fridge Users/Administrators are able to view details of fridge(s) belonging to their own facility. You can also view another facility's fridge details if they have an approved access permission of 'Detail' for your facility.



8.4.1 Fridge Compliance

A fridge is compliant if all the latest inspection(s) have a 'Pass' inspection status for all maintenance types AND inspection dates of all the maintenance types fall within the periodicities set out in the maintenance plan.

Where the fridge is currently not compliant, a message will be displayed below the Facility Name – Fridge Name label. This message is ONLY shown if the fridge is not compliant. There is no message shown if the fridge is compliant.

8.4.2 Incident Notification

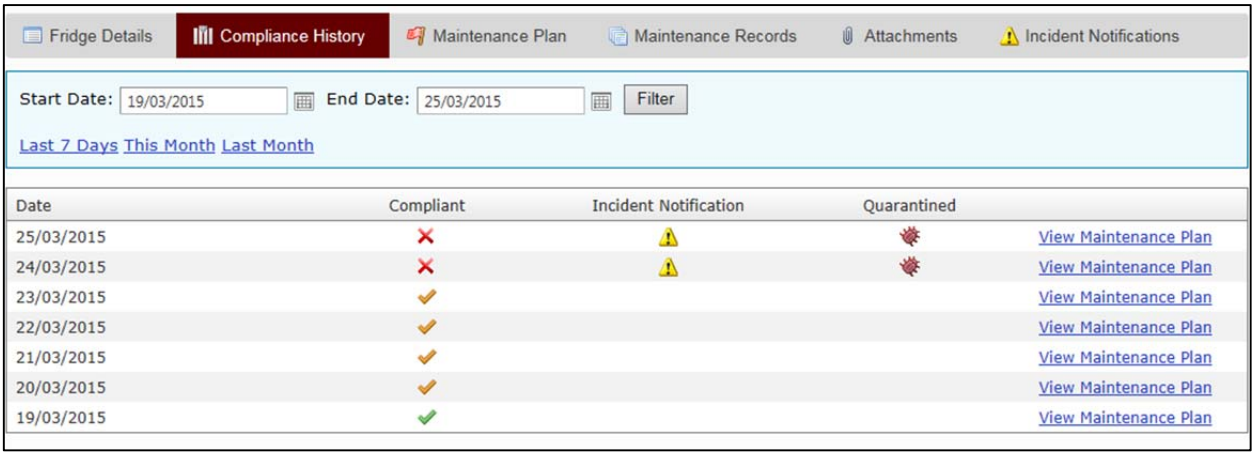
The notification icon (⚠) indicates that there is currently an incident notification for this fridge that the user should view. You can view the notification in full by going to the *Incident Notifications* tab.

Where the fridge has an outstanding incident notification a message will be displayed below the Facility Name – Fridge Name label. This message is ONLY shown if the fridge has one or more outstanding incident notifications. There is no message shown if there are no outstanding incident notifications.

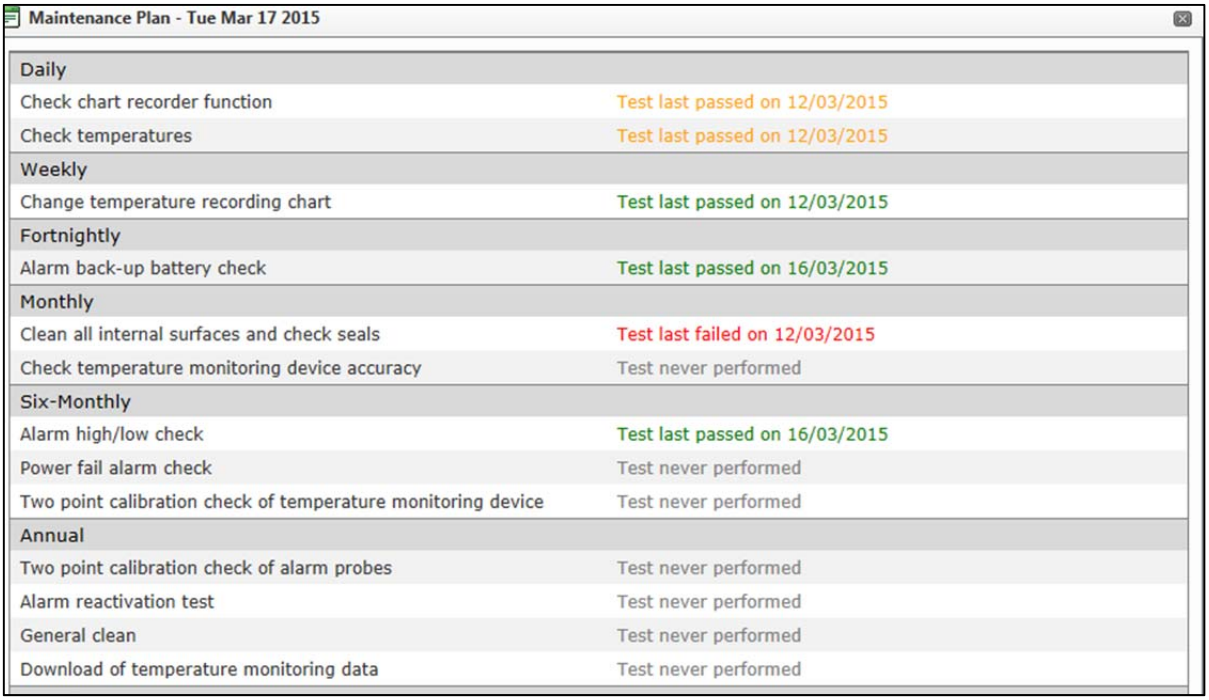
8.5 Compliance History

The *Compliance History* tab displays a historical record of compliance status for each day. The default view is for

the last 7 days, but you can choose to view all records for the current month, the last month, or select the dates you wish to see compliance history for by using the date selector.

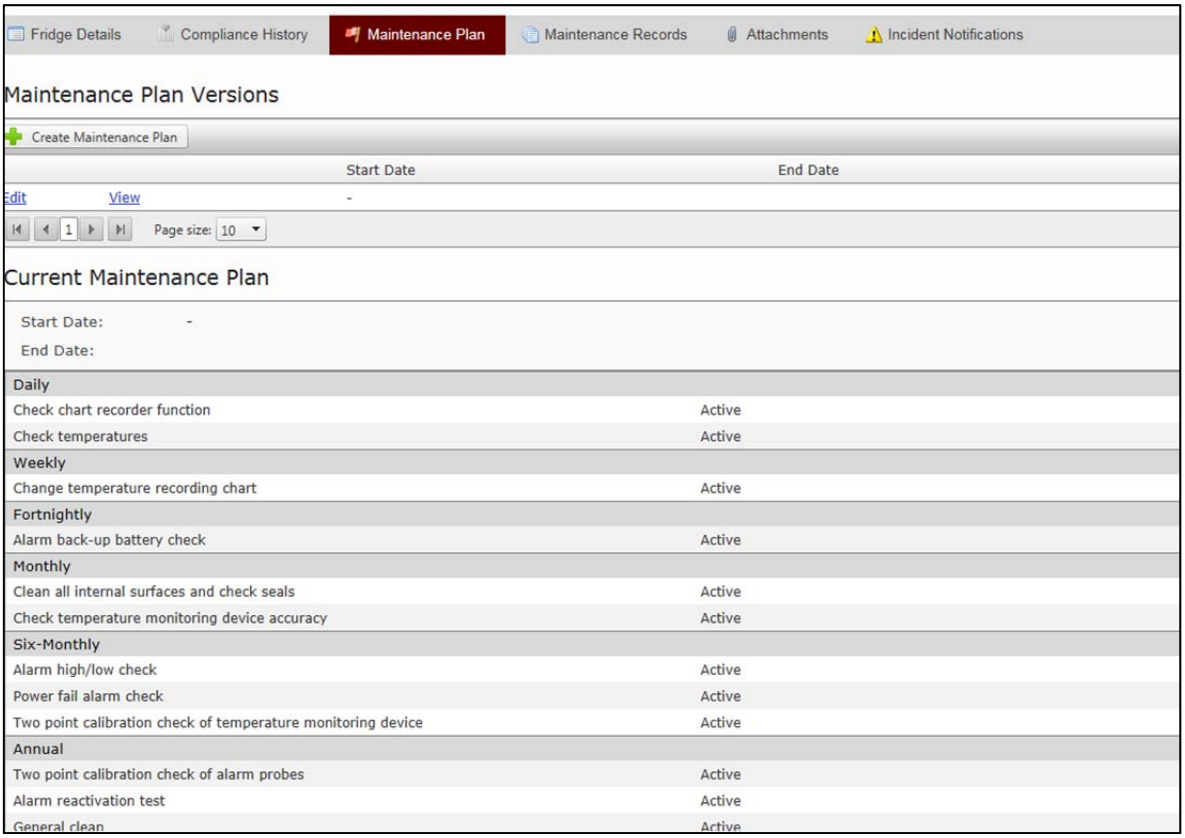


Clicking on *View Maintenance Plan* will show the last recorded status against each of the maintenance plan activities.



8.6 Maintenance Plan

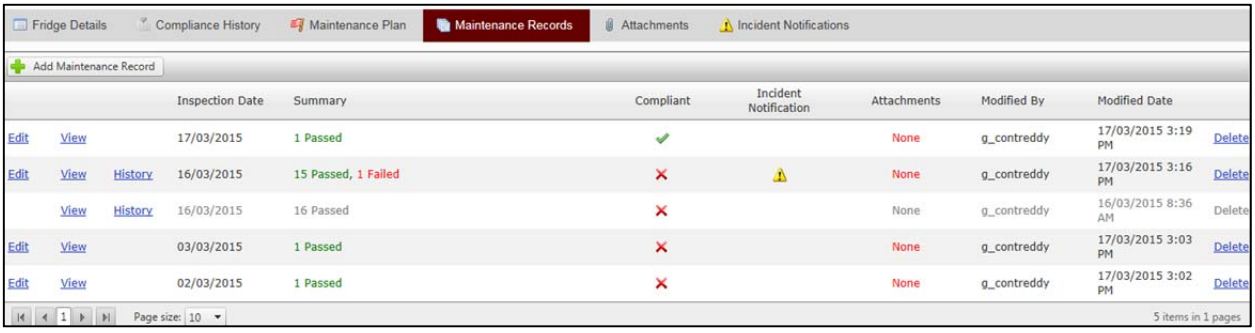
The *Maintenance Plan* tab displays at a glance the status of each of the maintenance activities for the selected fridge. This will display as active or inactive depending on whether the maintenance task has been set.



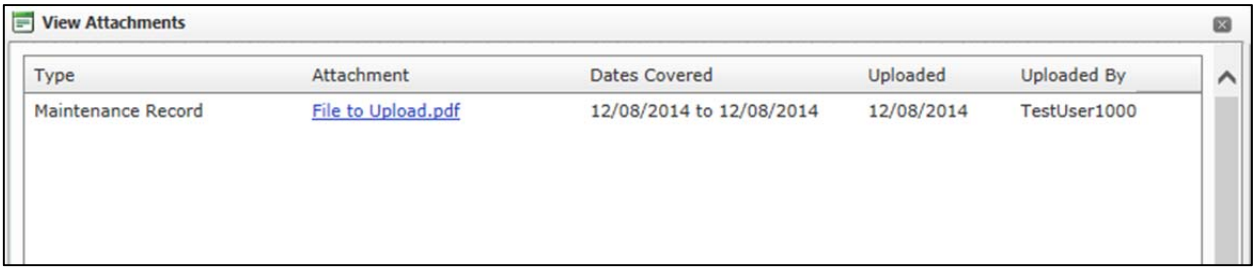
8.7 Maintenance Records

The *Maintenance Records* tab displays a snapshot of the all historical maintenance records for the selected fridge. This screen tells the user about any attachments related to the maintenance record and whether there are any related incident notifications. (NOTE: Incidents that have been created independently to a maintenance record will not be displayed in this screen) If you are the owner of the fridge then a link to *View* or *Edit* these can be seen next to each inspection date instance, otherwise only *View* will be displayed. Where the record has been edited you will see edit *History* also. Click this to navigate to the detailed view of the maintenance record. Where the record has been deleted, the information will be greyed out and *Deleted* will display.

Note: only Fridge Administrators can delete records.

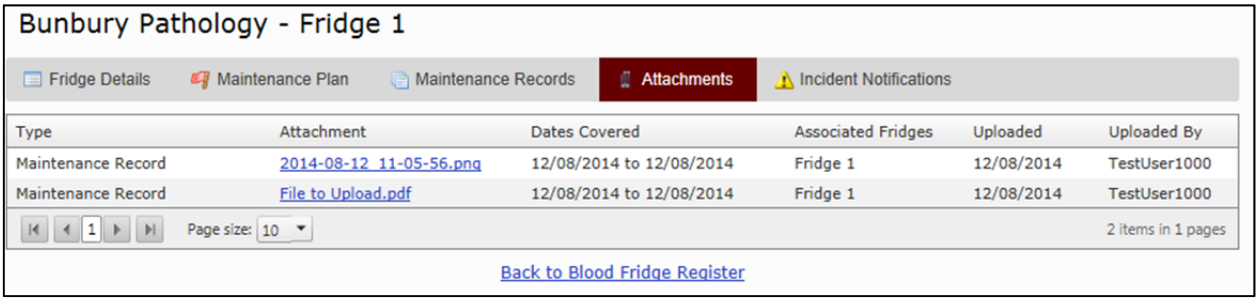


Where no attachment has been added, *None* is displayed, otherwise the number of attachments is displayed. Click on the link to navigate to the list and view the attachments.



8.8 Attachments

The *Attachments* tab is used to list and view all the attachments related to a maintenance record of a particular fridge. Attachments are valid for a range of dates shown in the *Dates Covered* column. The date of upload and the user identification of the person uploading the attachment are shown in the *Uploaded* and *Uploaded By* columns. One attachment can also be linked to multiple fridges.



8.9 Incident Notifications

Where a maintenance record has one or more checks that have a status of 'Fail', an incident notification is created at the time of entering the maintenance record. These incident notifications can be viewed on the *Incident Notifications* tab.

A red bug icon ( ) is displayed if the fridge has been *quarantined* (see section 7.2.1). If the fridge has previously been quarantined, but the quarantine removed, you will see the dates that quarantine was active. The green tick icon ( ) indicates whether the fridge administrator has *acknowledged* the notification (see section 4.2.3).

8.10 Blood Fridge Management

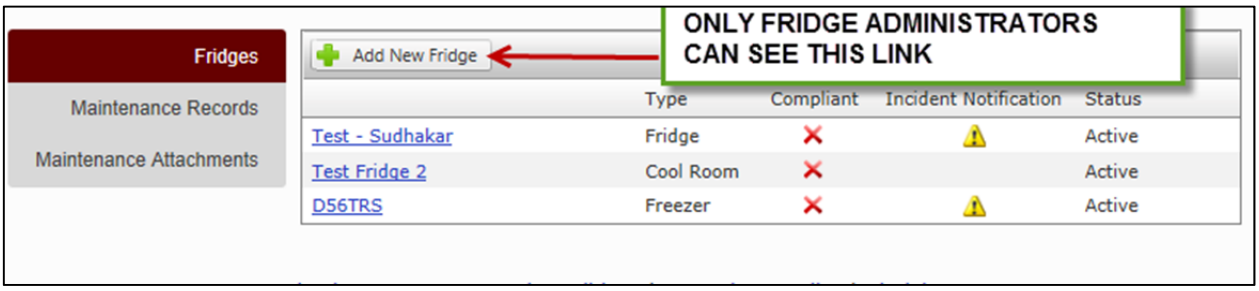
Blood Fridge Management allows fridge administrators to add a new fridge as well as allowing users and administrators to add or update maintenance records.

8.10.1 Fridges

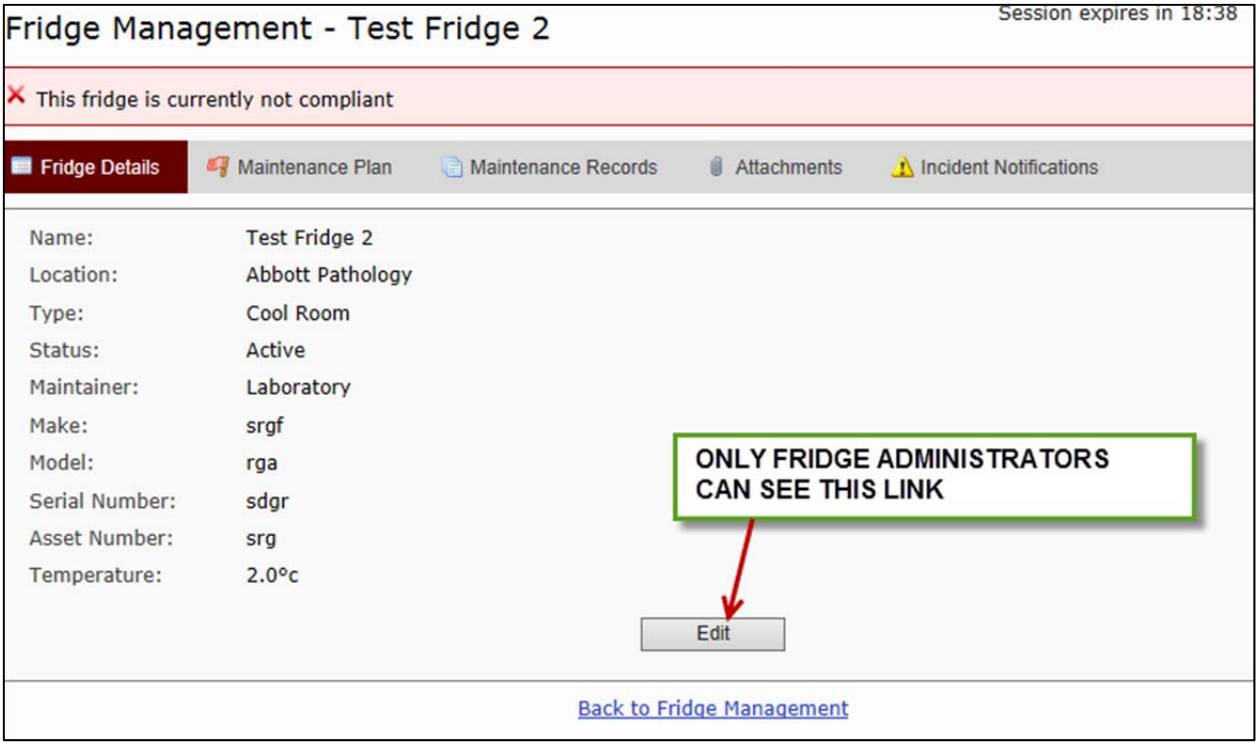
The *Fridges* tab allows you to add or update critical fridge information or add a new fridge.

8.10.2 Adding a New Fridge

Adding of new fridges must be performed by the fridge administrator. Once the administrator has added a new fridge, the fridge is available under the *Fridges* tab allowing users to add maintenance records.



Fridge Administrators can click on the edit button to edit details of a fridge.



8.11 Maintenance Plan

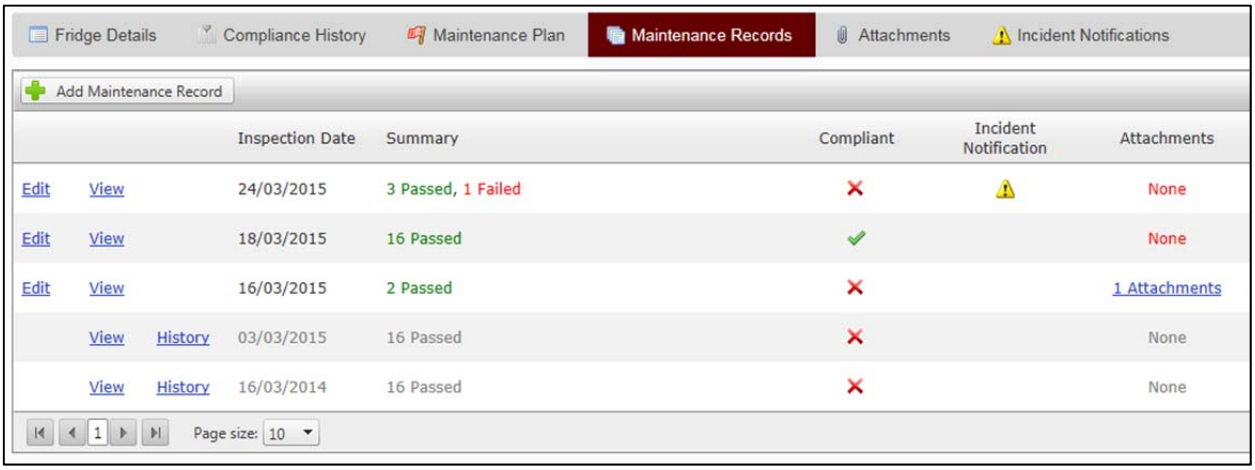
When a new fridge is added it is created with a default maintenance plan. The fridge administrator can change the required tasks and frequencies under *Maintenance Plan* by selecting edit under the maintenance plan version list, provided there have been no maintenance records added (i.e. if you want to vary from the default plan when setting up the fridge). Note that the default frequency aligns with the Australian Standard AS3864.2, and as such may only be made more frequent and not less frequent.

If you would like to change the maintenance plan after maintenance records have been added then you can create a new plan for that fridge.

8.12 Maintenance Records

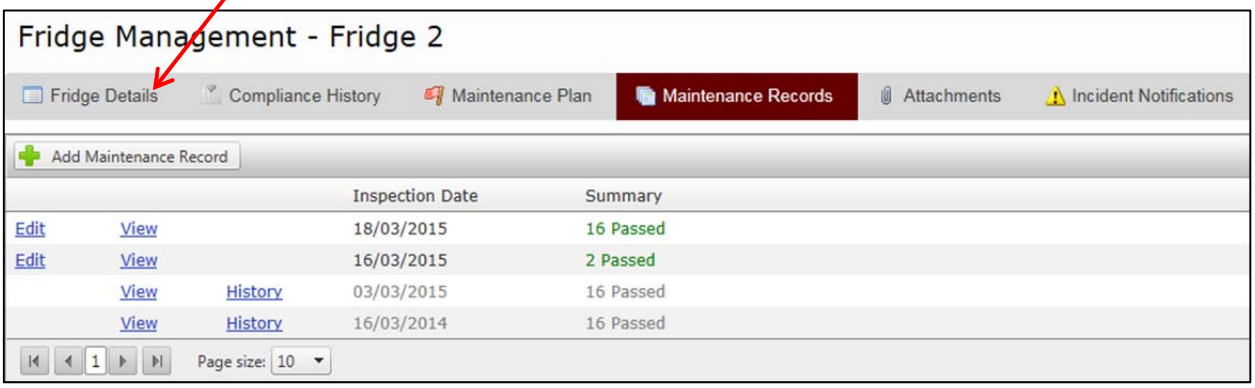
Users can view/add/edit maintenance records using the *Maintenance Records* tab. Once entered, records can be edited by the administrator and will display in the *History* label. Once added, records cannot be deleted however, if the record has been added in error, please contact support at support@blood.gov.au or phone 13 000 BLOOD (13 000 25663) for assistance.

The summary column shows details of the maintenance records performed on that day as pass, fail or unanswered (meaning that the particular activity was not recorded that day).

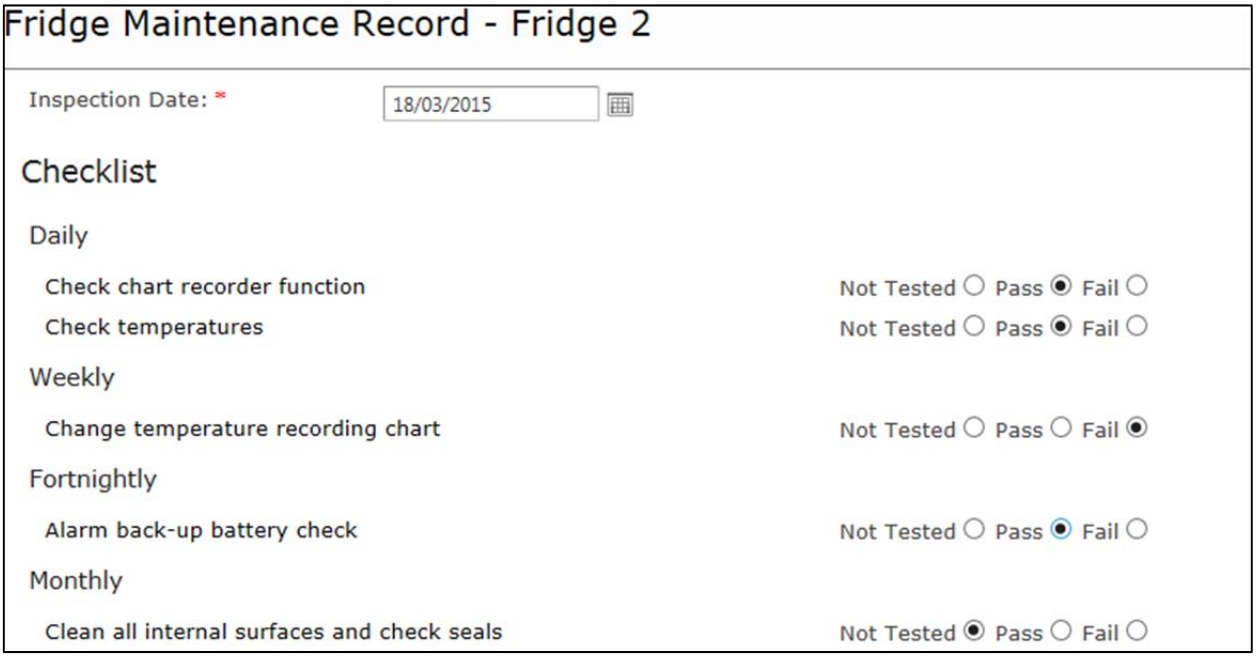


8.13 Adding Maintenance Records for an Individual Fridge

You can add maintenance records for individual fridges by selecting the fridge and clicking on *Add Maintenance Record.*



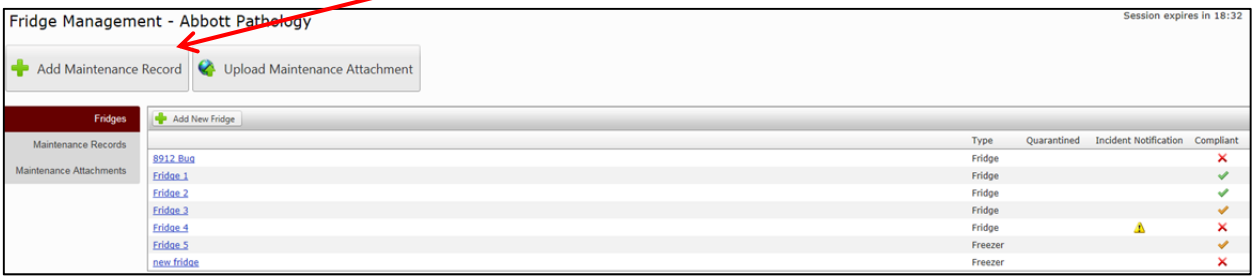
This will allow entry of the various maintenance activities performed for that day. If the maintenance activity is not required, the Not Tested option can remain selected.



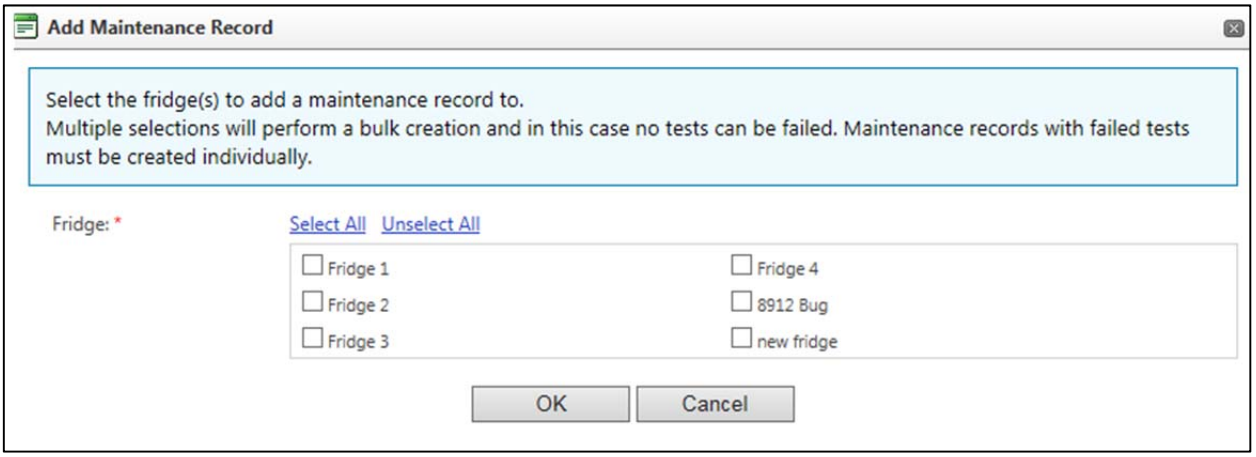
When you add a maintenance record with a maintenance task with a **Fail** status, an incident notification will be created, see section 7.15.

8.14 Adding Bulk Maintenance Records

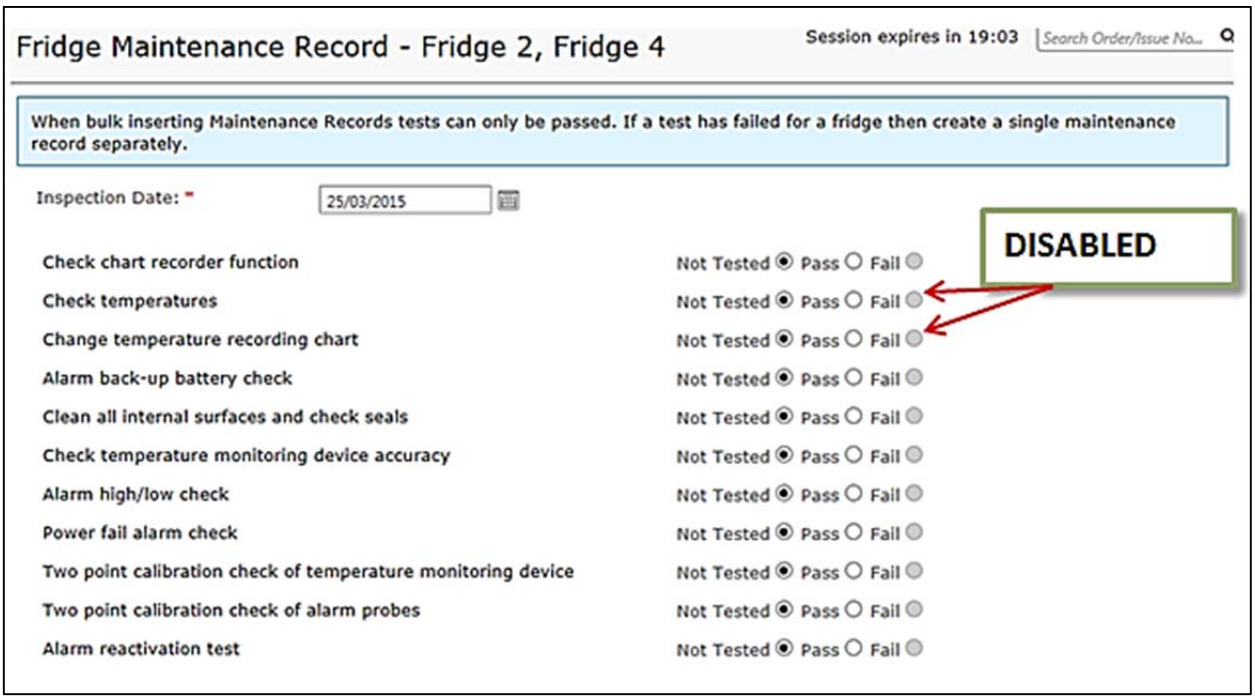
To add bulk maintenance records select the *Add Maintenance Record* from the *Blood Fridge Management* tab.



Select the fridge/s that the maintenance records apply to.



Where the user is adding maintenance records for two or more fridges (bulk entry) the **Fail** option is disabled. Users are required to enter maintenance failures individually against the relevant fridge to enable the **incident notification** to activate.

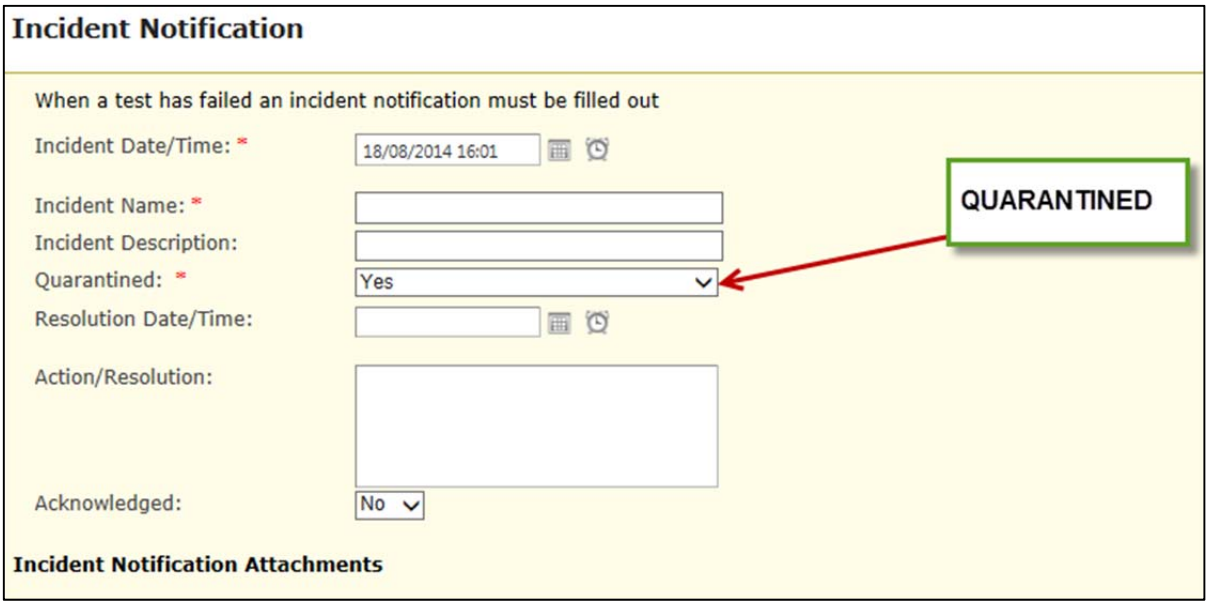


8.15 Incident Notifications

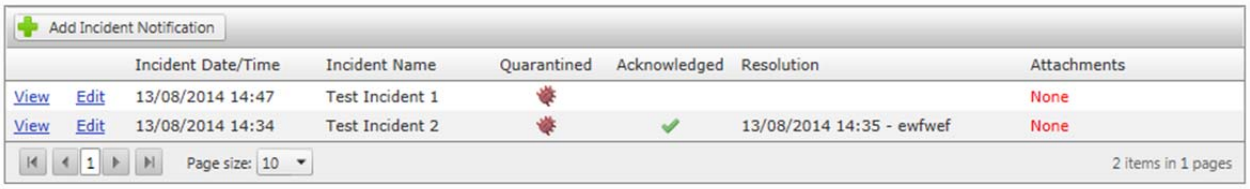
When a maintenance record has a failed test, an incident notification must be created. The incident notifications can also be created and updated using the **incident notification** tab.

Note: Fridge Administrators must verify appropriate action has been taken and acknowledge any incident notifications before a fridge will appear as compliant.

While creating incident notifications, you can specify whether the fridge has been quarantined or not. This is done via the **Quarantined** field.

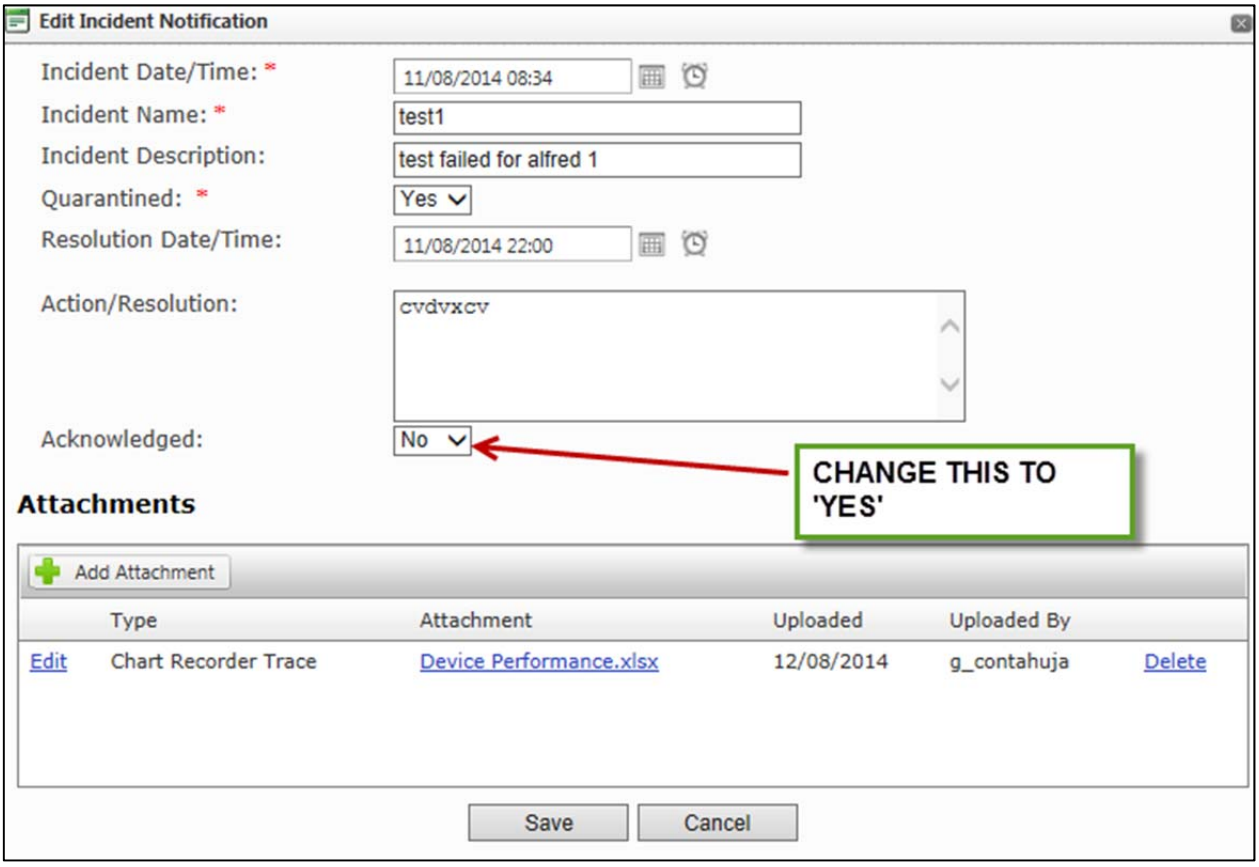


Alternatively you can quarantine a fridge by editing an existing Incident Notification and changing the value of the Quarantined field from 'No' to 'Yes'. This can be actioned in the *Blood Fridge Management* tab by selecting *Maintenance Records*, then **Edit** to update the value in the **Quarantined** drop-down field.

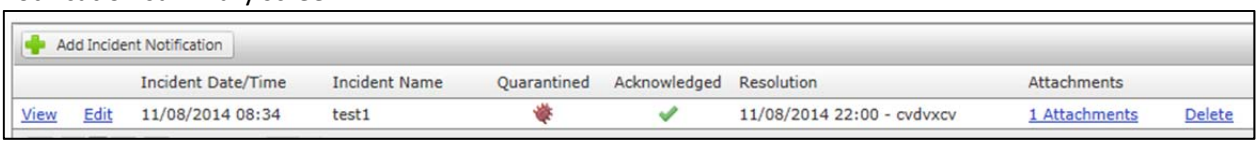


8.15.1 Acknowledging Incident Notifications

The incident can only be acknowledged by the fridge administrator. Acknowledge an incident in the *Blood Fridge Management* tab by selecting the required fridge then *Incident Notifications* followed by **Edit**. The following screen will be displayed:



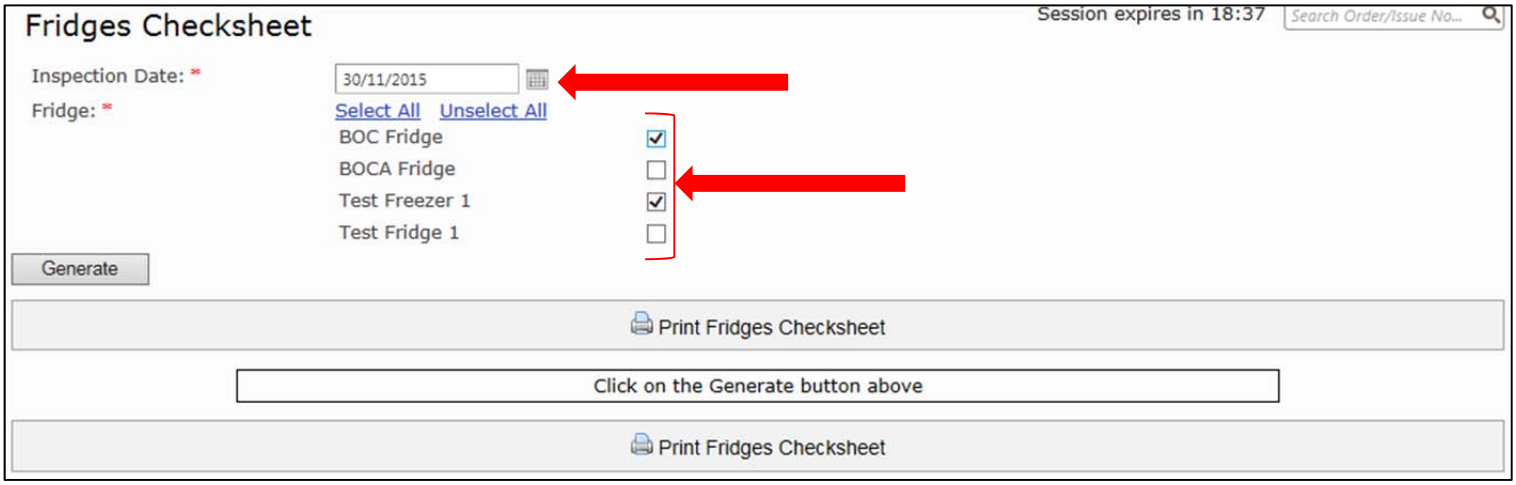
You will notice that now there is an ✔ icon under the 'Acknowledged' column on the following incident notification summary screen.



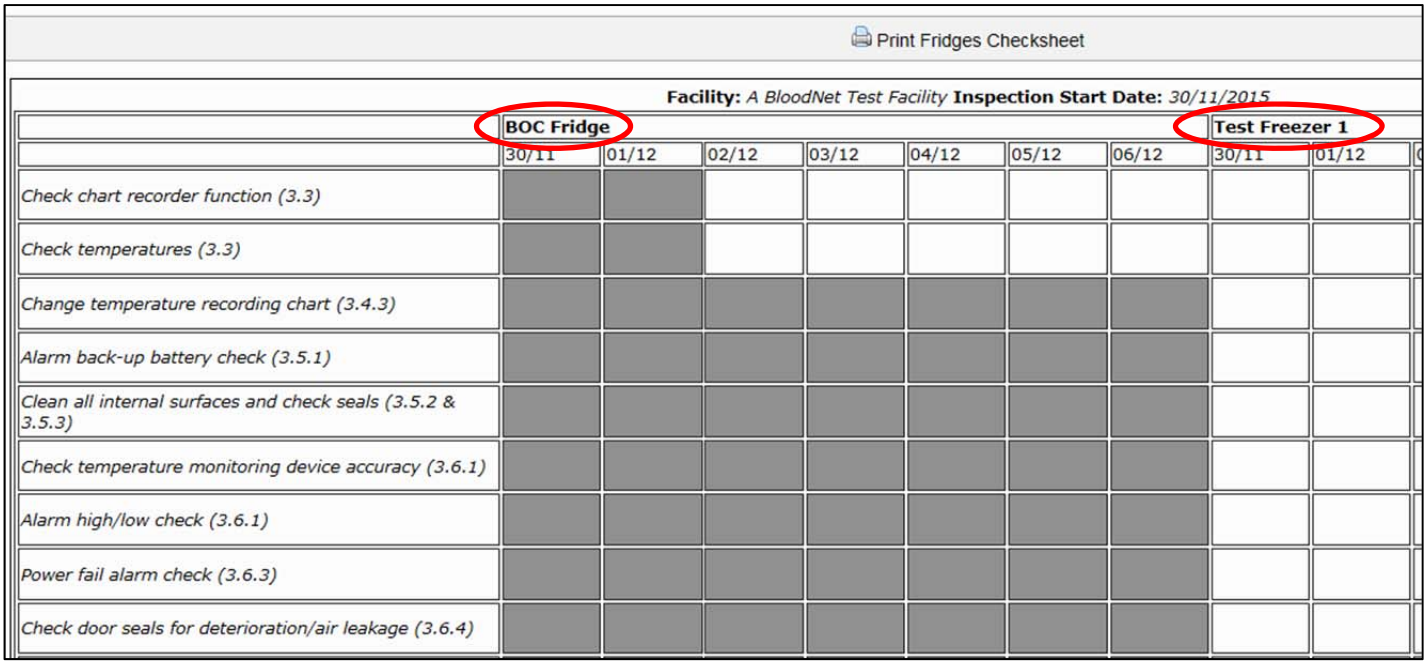
8.16 Printable Fridge Checksheet

It is possible to generate a printable fridge checksheet for any fridges registered in your BloodNet facility with an attached maintenance plan. These checksheets are automatically customised by what options for maintenance are disabled or enabled for each of your fridges and the individual maintenance plans.

1. Under *Fridges*, select *Print Fridge Checksheet*.
2. On the Fridges Checksheet page, choose the Inspection Date and which of your fridges or freezers you would like to generate a checksheet for.



3. Click *Generate*. This will create a checksheet for each fridge or freezer you have selected, separated by headings.

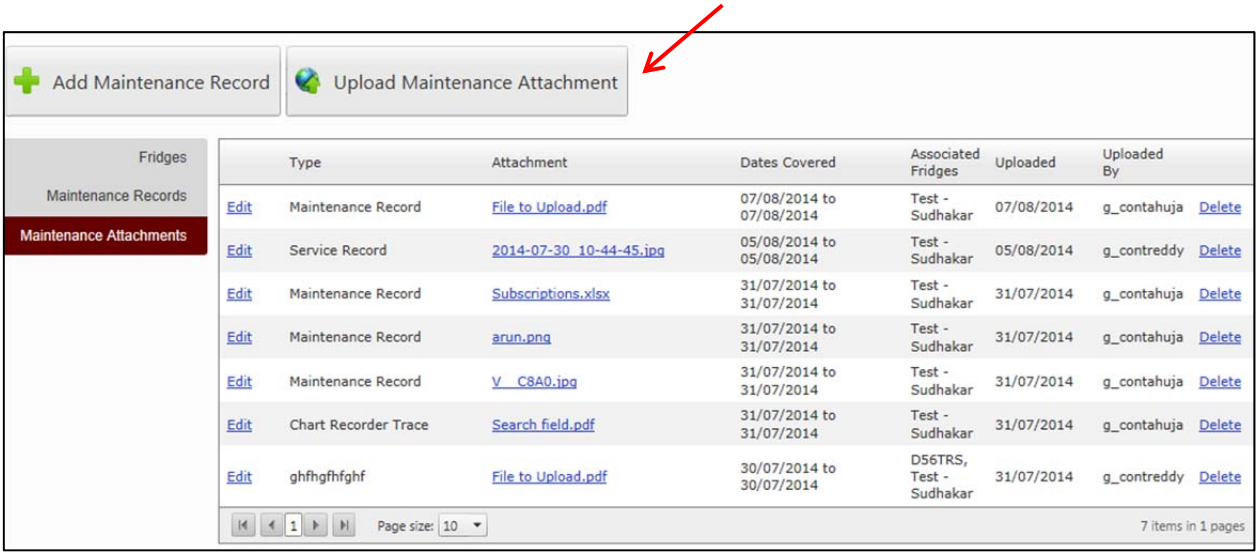


4. Once your checklist(s) have been generated, click *Print Fridges Checklist*.

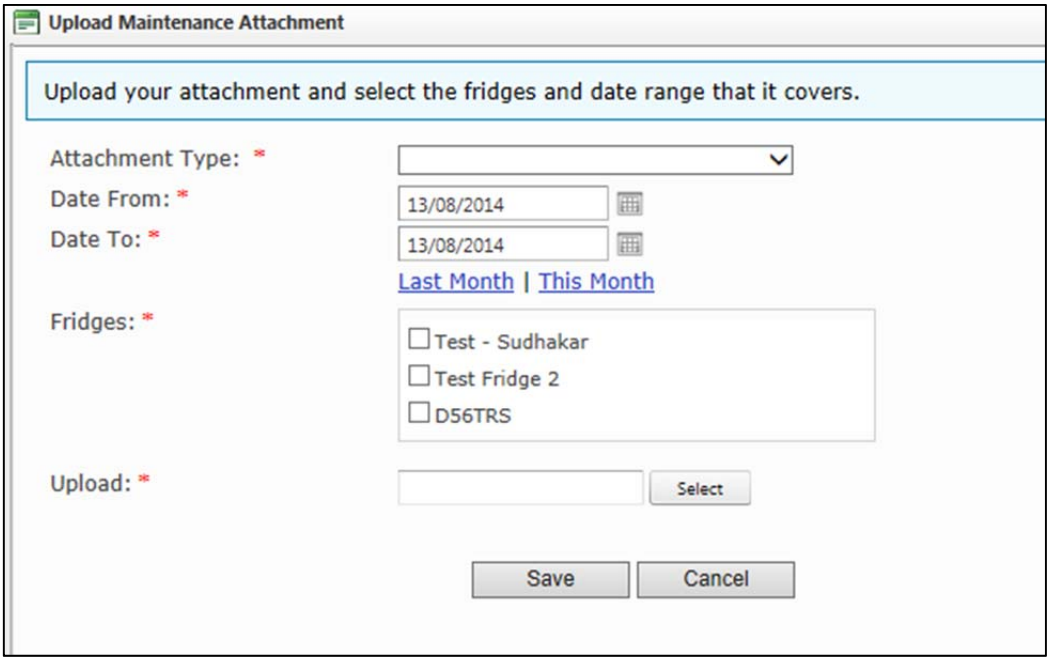
8.17 Maintenance Attachments

The *Maintenance Attachments* tab allows users to add, edit or delete an attachment. The attachment may be associated with one or more fridges and can cover a date range by using the **Date From** and **Date To** fields to signify the time period for which the attachment is applicable.

To add an attachment, click on the *Upload Maintenance Attachment* button.



You can browse and upload a file such as chart recorder trace, maintenance record, incident record, service record and any other file type by selecting the appropriate attachment type from the drop down menu. Select the date range that the attachment applies to, and the fridges that it covers. You can then browse to a saved file to upload the record.



9. Reporting

Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au
Fax: 02 6151 5210

9.1 Reporting Overview

The “Report” menu provides access to Facility specific reports broken down into Fate Reports, Feedback, and Inventory categories. These reports are pre-defined and are available by hovering over the “Reporting” tab and clicking on “Reports”.

The detailed specifications for each report are available from the NBA website at http://www.blood.gov.au/bloodnet-reports

Fate Reports

1. **FATE001: Discard Blood Components**
   Component discard data, given in a simple tabular format from combined BloodNet, Laboratory Information System (LIS) and ERIC data. This can be used to monitor discards and wastage for your facility, useful for inventory management.
2. **FATE002: Discard Manufactured Products**
   Manufactured Product discard data shown in a simple tabular format from combined BloodNet, LIS and ERIC data.
3. **FATE 003: Transfer Blood Components**
   Component transfer data in tabular format from combined BloodNet and LIS data.
4. **FATE004: Transfer Manufactured Products**
   Manufactured Product transfer data in tabular format from combined BloodNet and LIS data.
5. **FATE007: Fresh Component Health Provider Discards**
   This report shows discards of fresh components over a given time for the selected health provider. The net issued and discard figures are used to calculate the Discard as A Percentage of Issue (DAPI) so the health provider DAPI can be compared against the benchmark, group, state and national averages, with relative performance displayed by the indicator icons. It also displays component groups (ie. Red Cells) which can be expanded to reveal corresponding cost groups (ie. 2a – WB Red Cell, 2b - WB Red Cell - Buffy Coat Poor, etc).
6. **MGT001: Fresh Blood Management Report**
   This report provides a high level overview of numerous metrics for fresh blood products distributed by the Blood Service for a facility, including the DAPI, inventory analysis and both State and National figures of blood ordering and wastage. It is also sent out monthly to all facility administrators.

Feedback Reports

1. **REC001: National Health Feedback**
   This report shows the feedback comments reported when the unit received is not suitable for use or for any other feedback reasons regarding the issue of the units. This report can be used to identify common reported problems and any history of receipting or product issues.

Inventory Reports

1. **INV001: National Health Provider Inventory Level**
   The purpose of this report (previously called Current State Inventory) is to identify both the nominated maximum inventory levels for each component and blood group, as well as the available inventory for issue (the Stock on Hand) by health providers. **Note: This report is intended for Pathology Services only**.
2. **INV006: Fresh Components**
   On hand levels entered for stock orders for all components and products for the chosen month as a raw value and proportion of maximum stock. The data is graphed over time.
3. **INV002: Issues Report**

This report shows the number of units issued and receipted, and the manufacturing costs involved for fresh components and manufactured products for selected months with modifiers as defined on issue notes.

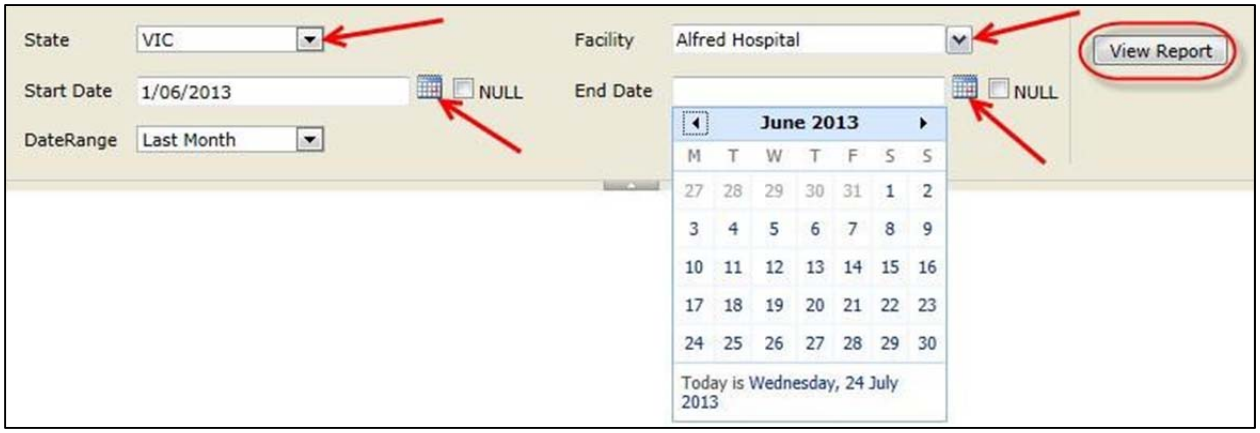
4. **INV009: Search Donation Lot Number**
   This report shows the number of units issued and receipted, and the manufacturing costs involved for fresh components and manufactured products for selected months with modifiers as defined on issue notes.
5. **INV008: LIS Inventory**
   LIS Inventory report.
6. **INV007: LIS Inventory Chart**
   This will generate a LIS Inventory Chart.
7. **FUL010e: Fresh Blood Orders and Issues**
   The Fresh Blood Orders and Issues Report is comprised of Orders recorded in BloodNet and Issues sent by the Blood Service including Issues to Health Providers not using BloodNet (Orphaned Issue Notes). The Report shows all Orders and Issues that occurred between the start and end dates and match the selected facilities. This report was designed to be exported into Excel for further manipulation.

Other Reports

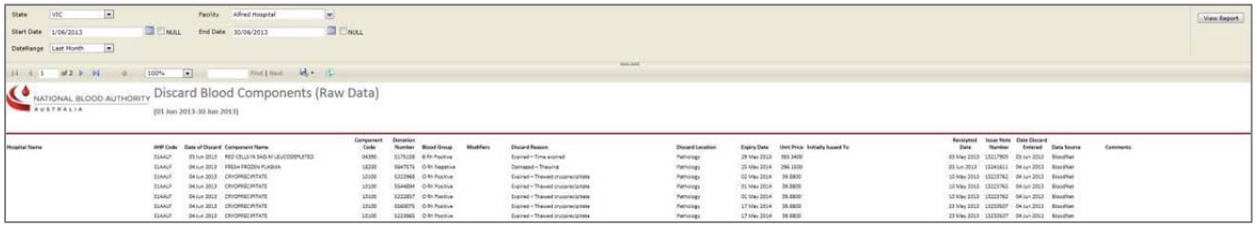
1. **OTH001: BloodNet Users List**
   This report shows facility users and basic counts of their interactions with the system, such as who has done the majority of receipting or other actions in BloodNet.

9.2 Fate Reports

A selection of reports is available to capture both discard and transferred data across a selected time period. Blood Products and Blood Components are captured in separate reports to allow for more specific searches. The format of each report is the same. To generate a report, select the report you wish to run simply by clicking on the report name. Use the drop down menus and date picker to specify a date range you would like data for and click “View Report”.



A table will be displayed with all of the data for the requested time period.



This data can be extracted to an excel spread sheet by clicking on the floppy disk icon on the top of the screen and selecting “excel”. These reports can be run whenever required and for any specified time frame. Each tab will show a different component of the report.

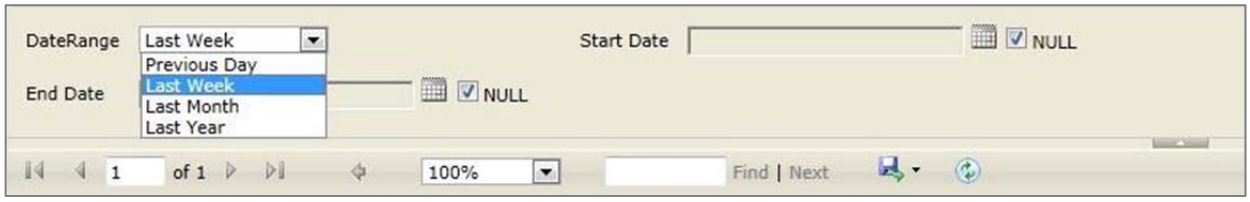
Follow the same steps to run the “Discard Blood Products (FATE002)”, “Transfer Blood Component (FATE003)” and “Transfer Blood Products (FATE004)” reports also.

9.3 Feedback Report

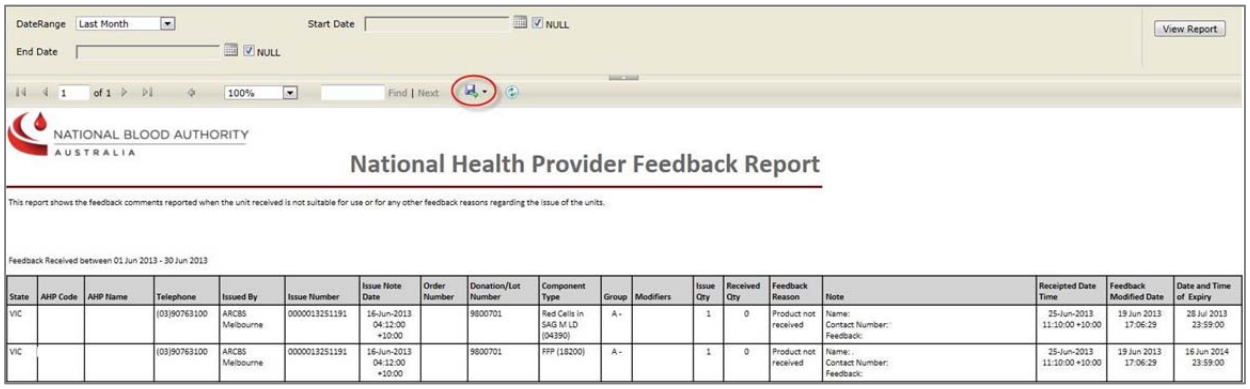
The National Health Provider Feedback report (REC001) shows the feedback comments reported when the unit received is not suitable for use or for any other feedback reasons regarding the issue of the units ordered from the Blood Service. To run the Feedback report for your facility:

1. Click on the report name under “Reporting” from the main menu bar and the “Reports” tab on the drop down menu.

2. Complete the required date range, or simply click “Last week”, “Last Month” or “Last Year” from the drop down menu and click “View Report”.



3. A table will be displayed with all of the data regarding any feedback that has been entered within the specified time frame back to the Blood Service. This data can be extracted into an excel spread sheet by clicking on the floppy disk image on the top of the screen and selecting “Excel”.



State	AHP Code	AHP Name	Telephone	Issued By	Issue Number	Issue Note Date	Order Number	Donation/Lot Number	Component Type	Group	Modifiers	Issue Qty	Received Qty	Feedback Reason	Note	Receipted Date Time	Feedback Modified Date	Date and Time of Expiry
VIC			(03)90763100	ARCBS Melbourne	0000013251191	16-Jun-2013 04:12:00 +10:00		9800701	Red Cells in SAG M LD (04390)	A -		1	0	Product not received	Name: Contact Number: Feedback:	25-Jun-2013 11:10:00 +10:00	19 Jun 2013 17:06:29	28 Jul 2013 23:59:00
VIC			(03)90763100	ARCBS Melbourne	0000013251191	16-Jun-2013 04:12:00 +10:00		9800701	FFP (18200)	A -		1	0	Product not received	Name: Contact Number: Feedback:	25-Jun-2013 11:10:00 +10:00	19 Jun 2013 17:06:29	16 Jun 2014 23:59:00

To get further information or the complete specifications on the feedback report please go to https://www.blood.gov.au/Reporting/

9.4 Inventory Reports

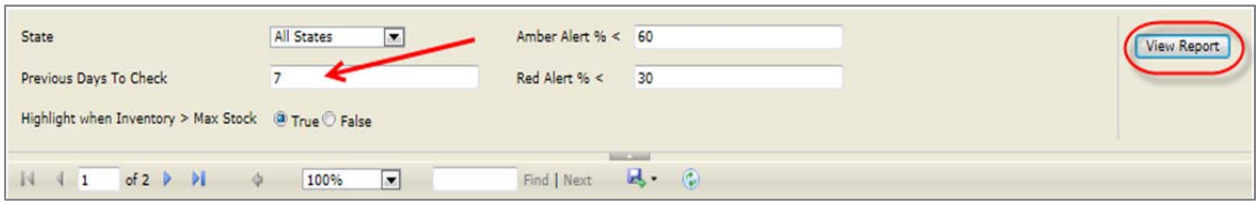
There are six reports under the "Inventory" heading within BloodNet reporting, one of which is a national report and the other five are facility specific.

To run this report simply click on the report name:

1. Use the drop down menu to select the state you wish to view the report for (you can choose a state other than your own, or for a national report click "All States".

2. Choose the number of previous days to check.

3. Click *View Report.*



4. A table will be displayed showing the inventory per hospital and per product. Use the page turn buttons to move between states and be aware of the legend on the top right-hand side of the page to explain the colour coding.

9.5 Other Reports

The BloodNet User Report (OTH001) simply requires that you select the desired date. The report will generate a list of users who were active **after** the date selected. This report is useful in monitoring which users have active access to your BloodNet facility, as well as the usage of every individual user in making orders and receipting products.

10. Help

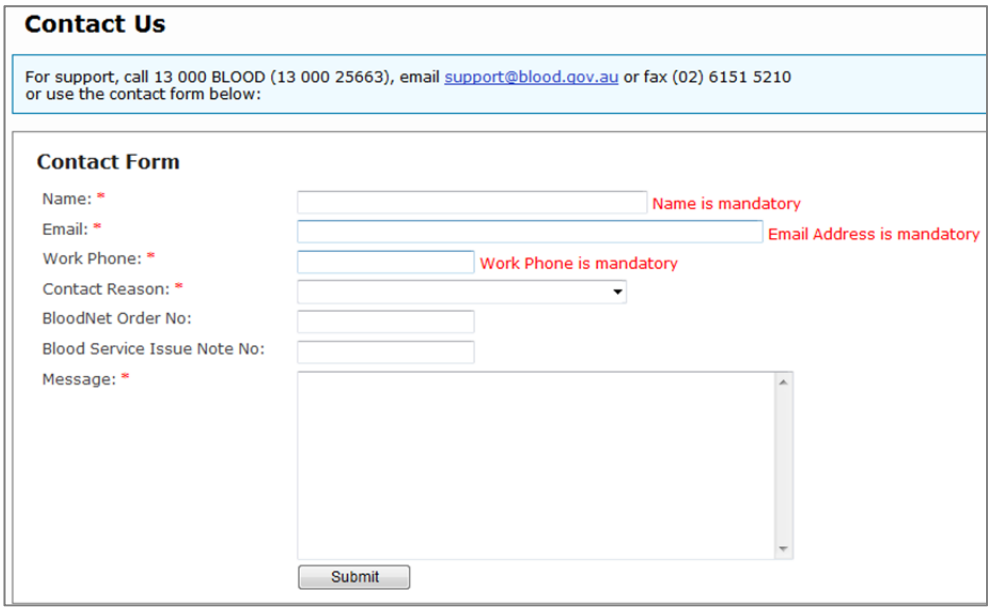
Support
Phone: 13 000 BLOOD (13 000 25663)
email: support@blood.gov.au
Fax: 02 6151 5210

10.1 BloodNet Support Contact Details

Blood Systems Support offers 24 hours, 7 days a week support, 365 days of the year.
You can access the Blood Systems Support contact details by hovering over the *Help* tab and clicking on *Contact Us*.

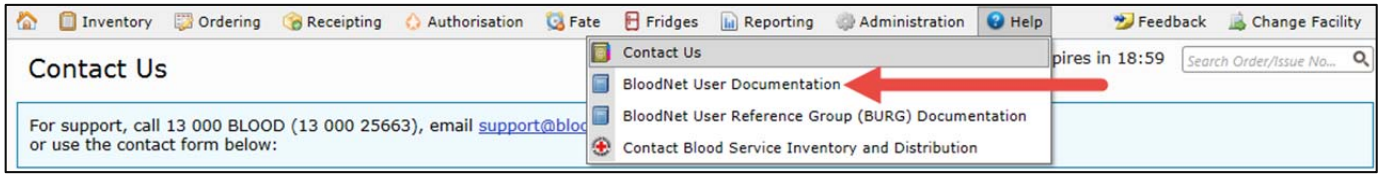
You can then contact support via phone or email of fill in the contact form as shown below.

Note: Your name, email and work phone will be pre-populated in the fields below if they are in your BloodPortal account.



10.2 BloodNet User Documentation

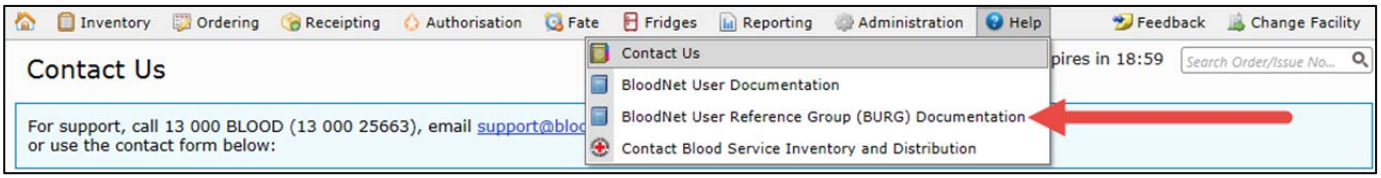
To access the BloodNet documentation, hover of the Help tab and click on *BloodNet User Documentation*.

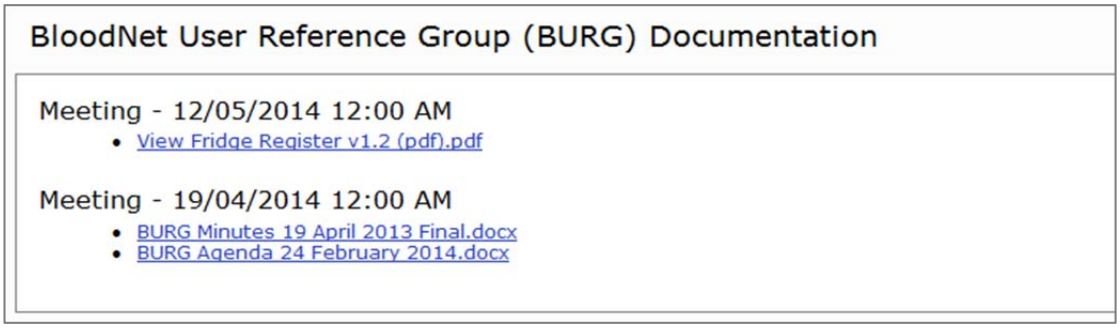


This will link you to the National Blood Authority Tip Sheets and current User Manual for BloodNet . These will be regularly updated with only the most up to date versions.

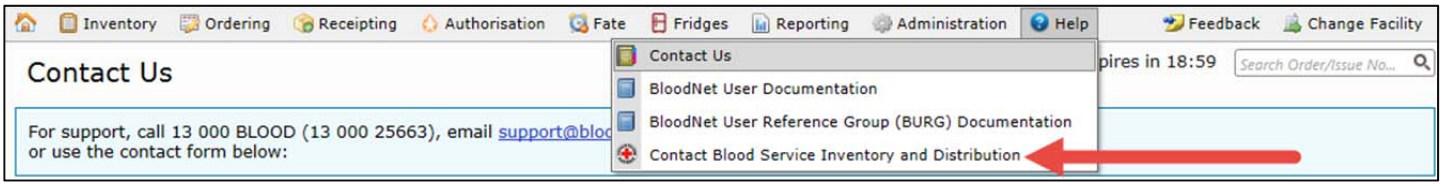
10.3 BloodNet User Reference Group (BURG) Documentation – this link will take you to BURG documentation

The BloodNet User Reference Group provides information and input into the development of improvements to BloodNet. Clicking on BURG documentation takes you to the meeting details and corresponding documentation for those meetings.





Note: BURG is an open group, if you are interested in participating in the meetings please contact the support team on 13 000 BLOOD (13 000 25663) or email support@blood.gov.au

10.4 Contact details for the Blood Service Inventory and Distribution sites

The fourth item under the Help tab is the contact details for the Blood Service Customer Service Delivery area. If you click on this link it will open a separate internet tab and take you through to the Blood Service website for the most up to date contact details of your local Inventory and distribution centre.