



Irish Blood Transfusion Service

Seirbhís Fuilaeistriúcháin na hÉireann

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SmartSolve Roles

CP MS NBC	DIAG THOD MRTC	DSP THOD NBC	SSCD SMS NBC
CP THOD MRTC	DSP CSM IBTS	DSP USR MRTC	SSCD THOD NBC
CP THOD NBC	DSP CSS NBC	PROD OP NBC	
DIAG MS MRTC	DSP SO NBC	PROD SPVR NBC	
DIAG SMS MRTC	DSP THOD MRTC	SSCD MS NBC	

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Category	Mobile	Cryobiology	Website	GDP
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TITLE: ONLINE BLOOD ORDERING SYSTEM - USER GUIDE

1 INTRODUCTION

This User Guide is designed for individuals who will be responsible for ordering blood products using the Irish Blood Transfusion Service's Online Blood Ordering System.

The IBTS Online Blood Ordering System has been designed to allow users at hospitals to submit electronic blood orders to the Irish Blood Transfusion Service.

When an order has been placed, the Despatch department at the IBTS will automatically be notified of the order and will begin fulfilling the order in a timely fashion.

Order Types

The system supports the following order types:

- Standard
- Stock
- Emergency
- Standing Order

Product Groups

The system will only accept orders for the Product Groups of: Red Cells, Paediatric Red Cells Platelets, Plasma and Derivatives. For each Product Group, the system will maintain a list of Components available, as detailed in Attachment 4.1.

2 RESPONSIBILITIES

Only trained and authorised staff should operate this procedure

3 USER GUIDE

3.1 Access

Access to the IBTS Online Blood Ordering System is restricted.

There are a number of steps that must take place in order for users at a hospital to gain access to the system.

The IBTS IT Department will send a digital certificate to one user at your hospital. This will usually be the department head. Each user of Online Blood Ordering System will need to have a copy of the digital certificate on their desktop computer. Each hospital only needs one digital certificate which can be shared amongst all other users at the hospital.

The digital certificate will expire after three years and the IBTS IT Department will send a replacement digital certificate before the expiry date of the original digital certificate.

3.2 Accessing the IBTS Online Blood Ordering System

The IBTS Online Blood Ordering System can be accessed using a web browser, by typing the following URL into the address bar in your browser:

<https://orders.ibts.ie/>

The system will automatically recognise your hospital, you do not need to enter your hospital details.

Please note that the application will timeout after 20 minutes. This means that if you have not finished submitting an order you will have to start entering the order from the beginning, if the application times out.

3.3 Creating an Order

Overview

Submitting an order using the Online Blood Ordering System follows the same basic set of user friendly steps regardless of the Product Group that you are ordering.

- Create Order
- Start Order
- Order Details Entry
- Add Order Line
- View Order Summary
- Send Order for Processing

The following steps outline how to create an order

3.3.1 From the main menu select 'Create Order'

3.3.2 Enter your name

3.3.3 Enter the order type (You will be given three options Stock, Standard, Emergency)

- If you select **Standard** you can expect delivery the same day
- If you select **Stock**, you can expect the delivery on the next IBTS scheduled delivery
- If you select **Emergency**, this indicates that the order is required urgently and must be fast-tracked within the IBTS. **When you place an Emergency Order you must also verbally confirm that you have done so by contacting the IBTS.**
- If you select **Standing** you can expect delivery on the scheduled days

NB: You will be asked to enter your mode of delivery as part of the order entry process outlined in the next section. You will be given an opportunity to enter a specific mode of delivery.

3.3.4 Enter the Hospital Reference [This information is optional and is intended for hospital use only e.g. *Purchase Order Number. This field will not be used by the IBTS to reference your hospital.*]

3.3.5 Press the 'Start Order' button and this will bring you to the Order entry page.

Fig 3.1 Creating an order

The screenshot shows the 'IBTS Online Blood Ordering' web application in a Microsoft Internet Explorer browser. The browser's address bar shows the URL 'http://localhost:4271/OOS/Orders/IBTSOrderForm.aspx'. The page title is 'IBTS Order Form - Microsoft Internet Explorer provided by Irish Blood Transfusion Service'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The browser's toolbar includes 'Favorites', 'Free Hotmail', 'Web Slice Gallery', 'Messaging Mobile Phones a...', and 'Messaging Mobile Phones a...'. The browser's status bar shows 'Done' and 'Local intranet'.

The web application has a header with the 'Irish Blood Transfusion Service' logo and the text 'Seirbhís Fulastrúcháin na hÉireann'. The main heading is 'IBTS Online Blood Ordering'. Below the heading is a navigation bar with links: 'Home', 'Create Order', 'Cancel Order', 'Amended Orders', 'Order Search', and 'Standing Orders'. The 'Create Order' link is highlighted in red. To the right of the navigation bar are links for 'Platelet Transfusions', 'Contact Us', and 'Help'.

The main form area contains the following fields and controls:

- A text input field for 'Enter your name (the name of the Person placing the order must be entered in order to proceed.)' with the value 'John Doe'.
- A dropdown menu for 'Order Type' with the value 'Standard'.
- A text input field for 'Hospital Reference' with the value 'Hosp Ref 1'.
- A 'Start Order' button.

Annotations with arrows point to the form fields and the 'Start Order' button:

- An orange box with the text 'You can optionally enter the Hospital Reference' points to the 'Hospital Reference' field.
- A yellow box with the text 'Enter your name, and the Order Type' points to the 'Enter your name' field and the 'Order Type' dropdown.
- A yellow box with the text 'Click Start Order This will bring you to the Order Entry page' points to the 'Start Order' button.

3.4 How to start an Order

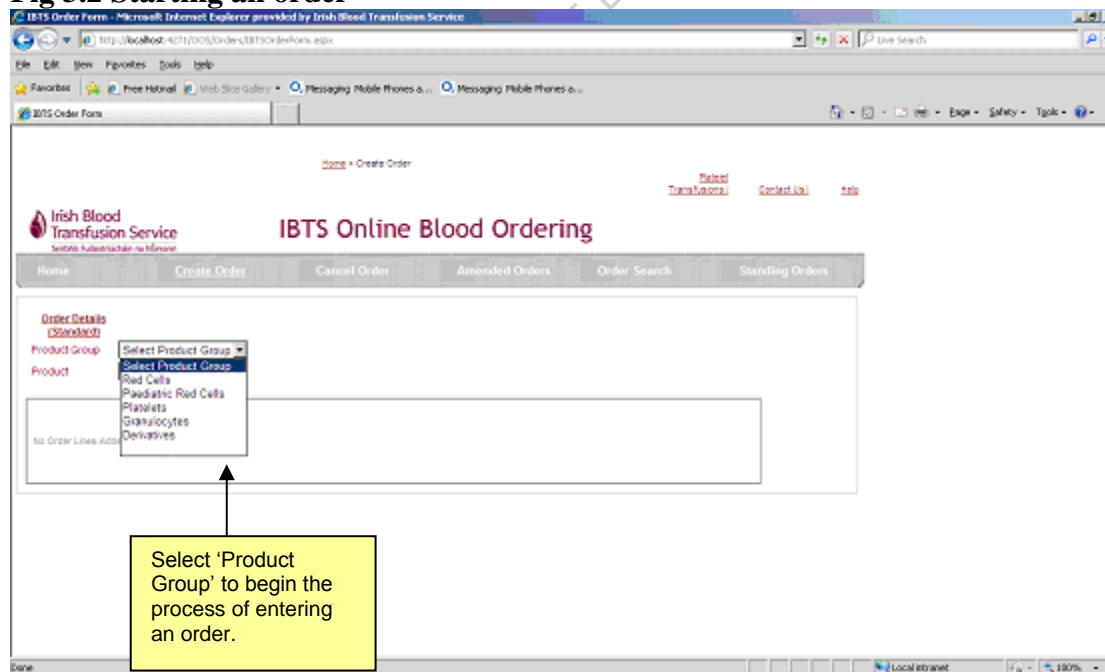
The first step in creating an Order is to select the 'Product Group'. Red Cells, Paediatric Red Cells, Platelets, Plasma and Derivatives are available to order on the Online Blood Ordering System.

Depending on the 'Product Group' that is selected there are different items to be entered on the system and these will be detailed in the following sections.

Most of the examples given in this user guide outline an order for one single product.

The system will allow any combination of Product Groups and associated Products to be submitted as one overall order. In other words an order may be comprised of one or more entry lines.

Fig 3.2 Starting an order



3.5 How to Order Red Cells

- 3.5.1 Select 'Red Cells' as the Product Group
- 3.5.2 Select the Red Cell Component from the Product dropdown list. The Red Cell components that can be ordered on the system are detailed in Attachment 4.1
- 3.5.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.
- 3.5.4 Select the ABO Group to be ordered
- 3.5.5 Select the Rh Group
- 3.5.6 Indicate whether or not the units need to be CMV Negative
- 3.5.7 Indicate whether or not the units need to be irradiated.
- 3.5.8 You will be able to enter one or more Phenotypes, from the list of negative antigens. When no antigens are required, you can leave this field blank.
- 3.5.9 You can *optionally* enter a Comment regarding the order line, providing additional information.
- 3.5.10 Click 'Add Order Line' to add the order

Fig 3.3 Ordering Red Cells

The screenshot displays the 'IBTS Online Blood Ordering' web application. The 'Order Details' section is active, showing a form for creating a new order. The 'Product Group' is set to 'Red Cells', and the 'Product' is 'Red cells in A.S. leucodepleted CPD SAGM'. The 'Quantity' is 1, 'ABO Group' is O, and 'Rh Group' is Positive. There are checkboxes for 'CMV Negative' and 'Irradiated'. A 'Transport' dropdown is set to 'Select Transport Method'. A 'Comments' text area is present. To the right, the 'Phenotypes' section shows a list of antigens (C, e, Fya, Fyb, HbS, Jka) and a 'Selected Phenotypes' list. Arrows from external text boxes point to the 'Add Order Line' button, the 'Comments' field, the 'Phenotypes' list, and the 'Selected Phenotypes' list.

Step 3.5.1-3.5.7
Enter the various details for the order

Step 3.5.8 You can optionally enter the antigens from the list of Phenotypes

Step 3.5.9 you can optionally enter a comment to provide additional information for the order

Step 3.5.10 Click 'Add Order Line' to add the order.

After you have clicked 'Add Order', you will be able to see the order at the bottom of the ordering form.

3.5.11 To proceed with submitting the order click the 'View Order Summary Button'

Fig 3.4 Ordering Red Cells (continued)

Order Details (Standard)

Product Group: Red Cells

Product: Red cells in A.S. leucodepleted CPD SAGM

Quantity: 1

ABO Group: Select Blood Group

Rh Group: Select Rh Group

CMV Negative: ☐

Irradiated: ☐

Transport: Select Transport Method

Comments

Phenotypes

Click to ADD Phenotypes: c- C- e- E- Fya- Fyb-

Selected Phenotypes (Click to REMOVE):

Buttons: Add Order Line, View Order Summary

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Over	By	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	sp
1	Red Cells	Red cells in A.S. leucodepleted CPD SAGM	1	O	Positive	YES	YES	c- E-			Unscheduled Delivery						

Callout Box: 3.5.11 To proceed with submitting the order click the 'View Order Summary' Button

After clicking View Order Summary, the Order Summary Page is displayed.

3.5.12 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.5 Ordering Red Cells (continued)

The screenshot displays the 'IBTS Online Blood Ordering' interface. The 'Order Summary' section shows the following details:

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Sp
1	Red Cells	Red cells in A.S. leucodepleted CPD SA/GM	1	O	Positive	YES	YES	c- E-			Unscheduled Delivery						

A callout box labeled 'Step 3.5.12' points to the 'Send Order for Processing' button, with the text: 'To submit the order click 'Send Order for Processing''.

When the order has been successfully submitted for processing you will be able to print the order.

An email will be sent by the system when the order has been accepted by the Irish Blood Transfusion Service.

Fig 3.6 Ordering Red Cells (continued)

Print Order Back to Menu

Your Order has been successfully sent for processing to THE IRISH BLOOD TRANSFUSION SERVICE The reference number for your order is D33361

Irish Blood Transfusion Service
Seirbhís Fulaíochtaí na hÉireann

**IBTS Online Order
TRAINING ENVIRONMENT**

Order Reference Number D33361
Hospital My Test Hospital
Order Owner marian
Order Type Standard
Hospital Reference
Created 06/11/2017 15:54:09

Line	Product Group	Product	Qty	ABO	RH Group	CMV Neg	Irradiated	Phenotype	Use By	Transport
1	Red Cells	Red cells in A.S. leucodepleted CPD SAGM 1	1	O	Positive	YES	YES	c- E-		Unscheduled Delivery

Patient Details **Comments**

To print the order
press print order

3.6 How to order Paediatric Red Cells

There are a number of different Paediatric Red Cell components available for ordering on the IBTS Online Blood Ordering System. Each component carries different usage instructions. When ordering Paediatric Red Cells, the system displays the appropriate usage instructions for the component that is being ordered. This information is detailed in **Attachment 4.1** of this document.

3.6.1 Select 'Paediatric Red Cells' as the Product Group

3.6.2 Select the Paediatric Red Cell Component from the Product dropdown list. The Paediatric Red Cell components that can be ordered on the system are detailed in Attachment 4.1.

3.6.3 The usage message is displayed. Click 'Accept' to accept the usage instructions and proceed with the order.

Fig 3.7 Ordering Paediatric Red Cells

The screenshot shows the IBTS Online Blood Ordering system interface. The 'Order Details' section is active, showing the 'Product Group' as 'Paediatric Red Cells' and the 'Product' as 'C7429V00 RC LD in AS for NNU for first 5 days'. A usage message is displayed, and an 'Accept' button is visible. Callout boxes provide instructions for each step:

- Step 3.6.1** Select 'Paediatric Red Cells' as the Product Group
- Step 3.6.2** Select the Paediatric Red Cell Component from the Product dropdown list.
- Step 3.6.3** The usage message is displayed. Click 'Accept' to accept the usage directions

- 3.6.4 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.
- 3.6.5 Select the ABO Group to be ordered
- 3.6.6 Select the Rh Group.
- 3.6.7 Indicate whether or not the units need to be irradiated.
- 3.6.8 Indicate the number of splits to be irradiated.
- 3.6.9 You will be able to enter one or more Phenotypes, from the list of negative antigens. When no antigens are required, you can leave this field blank.
- 3.6.10 You can *optionally* enter a Comment regarding the order line, providing additional information.
- 3.6.11 Click 'Add Order Line' to add the order

Fig 3.8 Ordering Paediatric Red Cells (continued)

Order Details (Standing)

Product Group: Paediatric Red Cells

Product: C7429V00 RC LD in AS for NNU for first 5 days

Quantity: 1

ABO Group: Select Blood Group

Rh Group: Select Rh Group

CMV Negative: ☒

Irradiated: ☐

Mon ☐ Tue ☒ Wed ☐ Thur ☐ Fri ☒ Sat ☐ Sun ☐

Transport: Select Transport Method

Phenotypes

Click to ADD Phenotypes: C- e- Fya- Fyb- Jka- Jkb-

Selected Phenotypes (Click to REMOVE): K- HbS- C- E-

Comments

Add Order Line **View Order Summary**

	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Splits
	C7429V00	RC LD in AS for NNU for first 5 days	1	O	Negative	YES		K- HbS- C- E-			Scheduled Delivery						

Step 3.6.4-3.6.8 –
enter the various
details for the
order

Step 3.6.9 You
can optionally
enter the antigens
from the list of
Phenotypes

Step 3.6.10 you
can optionally enter
a comment to
provide additional
information for the
order

Step 3.6.11 Click
'Add Order Line'
to add the order.

After you have clicked 'Add Order', you will be able to see the order at the bottom of the ordering form.

To add further Product Groups to the order you can repeat steps 3.6.1 to 3.6.9 until you have completed your order.

3.6.12 To proceed with submitting the order click the 'View Order Summary Button'

Fig 3.9 Ordering Paediatric Red Cells (continued)

The screenshot displays the IBTS Order Form interface. The 'Order Details (Standard)' section includes fields for Product Group (Paediatric Red Cells), Product (C7429VA0-E0 Red Cells in AS leucodepleted for NNU S1-S5), Quantity (1), ABO Group (Select Blood Group), Rh Group (Select Rh Group), CMV Negative (checked), Irradiated (unchecked), and Transport (Select Transport Method). The 'Phenotypes' section shows a list of phenotypes (C-, C+, e-, e+, Fya-, Fyb-) and a 'Selected Phenotypes' box containing 'K- HbS-'. The 'Patient Details' section includes fields for Patient Name, DOB, and MRN/HCRN. A 'Comments' text area is located below the order details. The 'View Order Summary' button is highlighted with an arrow. Below the button is a table showing the order details.

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Splits
1	Paediatric Red Cells	C7429VA0-E0 Red Cells in AS leucodepleted for NNU S1-S5	1	O	Positive	YES	YES	K- HbS-	Unscheduled Delivery		Jane Doe	25/12/2017		H3002687	1

Step 3.6.12 To proceed with submitting the order click the 'View Order Summary Button'

Splits selected in step 3.6.8 above show in this area of the grid.

After clicking View Order Summary, the Order Summary Page is displayed. If you would like to add additional products to the order click 'Continue Ordering'.

3.6.13 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.10 Ordering Paediatric Red Cells (continued)

The screenshot shows the 'IBTS Online Blood Ordering' interface. At the top, there's a navigation bar with links like 'Home', 'Create Order', 'Cancel Order', 'Amended Orders', 'Order Search', and 'Standing Orders'. Below this is the 'Order Summary' section, which includes a 'Continue Ordering' button and a 'Send Order for Processing' button. The main part of the screen displays a table of order details.

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Splits
1	Paediatric Red Cells	C7429V A0-ED Red Cells in AS leucodepleted for NNU S1-S5	1	O	Positive	YES	YES	K- HbS-			Unscheduled Delivery		Jane Doe	25/12/2017		H3002687	1

A callout box labeled 'Step 3.6.13' points to the 'Send Order for Processing' button, with the text: 'To proceed with submitting the order click 'Send Order for Processing''.

When the order has been successfully submitted for processing you will be able to print the order.

An email will be sent by the system when the order has been accepted by the Irish Blood Transfusion Service.

Fig 3.11 Ordering Paediatric Red Cells (continued)

Print Order Back to Menu

Your Order has been successfully sent for processing to THE IRISH BLOOD TRANSFUSION SERVICE The reference number for your order is D33362

Irish Blood Transfusion Service
Seirbhís Fulaíochtaí na hÉireann

IBTS Online Order TRAINING ENVIRONMENT

Order Reference Number D33362
Hospital My Test Hospital
Order Owner John Doe
Order Type Standard
Hospital Reference
Created 06/11/2017 16:04:37

Line	Product Group	Product	Qty	ABO	RH Group	CMV Neg	Irradiated	Phenotype	Use By	Transport
1	Paediatric Red Cells	C7429VA0-E0 Red Cells in AS leucodepleted for NNU S1-S5	1	O	Positive	YES	YES	K- HbS-		Unscheduled Delivery

Patient Details
 Patient Name: Jane Doe DOB :25/12/2017 MRN-HCRN: H3002687 Splits: 1

Comments

To print the order
press print order

3.7 How to order Platelets

In order to improve service and have the required platelets available please give as much notice as possible for platelet orders. The order can be cancelled up to the time of distribution from the NBC and MRTC. Please note that an order cannot be cancelled once it has left the NBC or MRTC.

Please Note: If you have any concerns please contact your haematologist who can at any time discuss and seek advice from the doctor in IBTS.

3.7.1 Platelets

3.7.1.1 Select 'Platelets' as the Product Group

3.7.1.2 Select the Platelet Component from the Product dropdown list. The Platelet components that can be ordered on the system are detailed in Attachment 4.1. Some examples of Platelet Components are given for illustrative purposes in the sections that follow.

Should you require platelets without any specific requirements Select 'Platelets' from drop down menu and continue.

3.7.1.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.1.4 Select the ABO Group to be ordered

3.7.1.5 Select the Rh Group to be ordered

3.7.1.6 Indicate whether or not the units need to be CMV Negative

3.7.1.7 Enter the Use by Date / Time. A calendar will pop up when you click on the date field. You may make a selection by clicking on the date. **This date must be later than or equal to the current date**

3.7.1.8 Select the Transport Method

3.7.1.9 In the event that we are unable to provide the requested group the system will display an alternative group dropdown menu.

3.7.1.10 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.1.11 Click 'Add Order Line' to add the order

Fig 3.12 Ordering Platelets

The screenshot shows the 'IBTS Order Form' for 'Platelets'. The form includes fields for Product Group, Product, Quantity, ABO Group, Rh Group, CMV Negative, Irradiated, Use By Date, Use By Time, and Transport. There is a 'Comments' section and an 'Add Order Line' button. A callout box for Step 3.7.1-3.7.6 points to the top section of the form. A callout box for Step 3.7.7 points to the 'Comments' section. A callout box for Step 3.7.11 points to the 'Add Order Line' button. A callout box for Step 3.7.9 points to the 'Alternative Groups' section, which includes a list of blood types (O+, A+, A-, B+, B-, AB+) and a 'Selected Groups' list.

Step 3.7.1-3.7.6 enter the various details for the order

Step 3.7.7 To select date a pop up calendar will appear.

Step 3.7.11 Click 'Add Order Line' to add the order.

Step 3.7.9 To enter alternative Groups please select them from this menu in order of your choice.

3.7.2 Apheresis

- 3.7.2.1 Select 'Platelets' as the Product Group
- 3.7.2.2 Select the Apheresis Component from the Product dropdown list.
- 3.7.2.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.
- 3.7.2.4 Select the ABO Group to be ordered
- 3.7.2.5 Select the Rh Group to be ordered
- 3.7.2.6 Indicate whether or not the units need to be CMV Negative
- 3.7.2.7 Enter the Use by Date / Time. A calendar will pop up when you click on this field. You may make a selection by clicking on the date.
- N.B. This date must be later than or equal to the current date**
- 3.7.2.8 Select the alternative groups.
- 3.7.2.9 Select the Transport Method
- 3.7.2.10 You can *optionally* enter a Comment regarding the order line, providing additional information.
- 3.7.2.11 Click 'Add Order Line' to add the order

Fig 3.13 Ordering Apheresis Platelets

Step 3.7.2.1-3.7.2.6 enter the various details for the order

Step 7 A calendar will popup when you click on this field. You may make a selection by clicking on the date.

Step 3.7.2.9 Click 'Add Order Line' to add the order.

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Split
O	Positive	YES	YES	10/11/2017	AM	Scheduled Delivery											
B	Positive	YES	YES	08/11/2017	AM	Scheduled Delivery											

3.7.3 Neonatal

3.7.3.1 Select 'Platelets' as the Product Group

3.7.3.2 Select the Neonatal Component from the Product dropdown list.

3.7.3.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.3.4 Select the ABO Group to be ordered

3.7.3.5 Select the Rh Group to be ordered

3.7.3.6 Enter the Use by Date/ Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.3.7 Select the Transport Method

3.7.3.8 Enter the Patient Name

3.7.3.9 Enter the DOB

3.7.3.10 Enter the MRN

3.7.3.11 In the event that we are unable to provide the requested group the system will display an alternative group menu.

3.7.3.12 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.3.13 Click 'Add Order Line' to add the order

Fig 3.14 Ordering Neonatal Platelets

Step 3.7.3.1-3.7.3.6 enter the various details for the order

Step 3.7.3.7-3.7.3.9 Enter the Patient Details

Step 3.7.3.11 Click 'Add Order Line' to add the

Order Details (Standard)

Product Group: Platelets
 Product: Neo Natal
 Quantity: 1
 ABO Group: O
 Rh Group: Positive
 CMV Negative: ☐
 Irradiated: ☒
 Use By Date: 08/11/2017
 Use By Time: AM
 Transport: Unscheduled Delivery
 Comments:

Alternative Groups

Click to ADD Alternative Groups: O+, O-, A+, A-, B+, B-
 Selected Groups (Click to REMOVE):

Patient Details

Patient Name: Baby Murphy
 DOB: 09/11/2017
 MRN/HCRN: H222333

Calendar

November, 2017

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today: 06/11/2017

Order Lines

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Sp
1	Platelets	Platelets	1	O	Positive	YES	YES		10/11/2017	AM	Scheduled Delivery						
2	Platelets	Platelets	1	B	Positive		YES		08/11/2017	AM	Scheduled Delivery						

3.7.4 HLA Matched Platelets

3.7.4.1 Select 'Platelets' as the Product Group

3.7.4.2 Select the HLA Matched Component from the Product dropdown list.

3.7.4.3 A warning message is displayed: To continue with the order click 'Accept'

Fig 3.15 Ordering HLA Matched Platelets

Step 3.7.4.1-3.7.4.2
Select Platelets, HLA

Step 3.7.4.4 Click 'Accept'

3.7.4.4 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.

3.7.4.5 Select the ABO Group to be ordered

3.7.4.6 Select the Rh Group

3.7.4.7 Indicate whether or not the units need to be CMV Negative

3.7.4.8 Enter the Use by Date/Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.

N.B. This date must be later than or equal to the current date

3.7.4.9 Select the Transport Method

3.7.4.10 Enter the Patient Name

3.7.4.11 Enter the DOB and MRN

3.7.4.12 You can *optionally* enter a Comment regarding the order line, providing additional information.

3.7.4.13 Click 'Add Order Line' to add the order

Fig 3.16 Ordering HLA Matched Platelets (continued)

Step 3.7.4.4-3.7.4.8 enter the various details for

Step 3.7.4.10-3.7.4.11 Enter the Patient Details

Step 3.7.4.13 Click 'Add Order Line' to add the

3.7.4.14 To submit the order for processing by the IBTS click 'Send Order for Processing'

Fig 3.17 Ordering HLA Matched Platelets (continued)

Step 3.7.4.14 To proceed with submitting the order click 'Send Order for Processing'

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN
1	Platelets	HLA Matched	1	O	Positive				11/11/2017	AM	Scheduled Delivery		John Smith	23/11/1950		H123456

3.7.5 HPA1a/Other Platelets

- 3.7.5.1 Select 'Platelets' as the Product Group
- 3.7.5.2 Select the HPA1a/Other Component from the Product dropdown list.
- 3.7.5.3 Enter the quantity to be ordered. This can be a whole number from 1 to 9999.
- 3.7.5.4 Select the ABO Group to be ordered
- 3.7.5.5 Select the Rh Group to be ordered
- 3.7.5.6 Enter the Use by Date/ Time. A calendar will popup when you click on this field. You may make a selection by clicking on the date.
N.B. This date must be later than or equal to the current date
- 3.7.5.7 Select the Transport Method
- 3.7.5.8 Enter the Patient Name
- 3.7.5.9 Enter the DOB
- 3.7.5.10 Enter the MRN
- 3.7.5.11 In the event that we are unable to provide the requested group the system will display an alternative group menu.
- 3.7.5.12 You can *optionally* enter a Comment regarding the order line, providing additional information.
- 3.7.5.13 Click 'Add Order Line' to add the order

Fig 3.18 Ordering HPA1a/Other Platelets

Order Details (Standard)

Product Group: Platelets

Product: HPA1a Neg / Other

Quantity: 1

ABO Group: Select Blood Group

Rh Group: Select Rh Group

CMV Negative: ☐

Irradiated: ☒

Use By Date:

Use By Time: Select use by time

Transport: Select Transport Method

Alternative Groups

Click to ADD Alternative Groups:

O+ O- A+ A- B+ B-

Selected Groups (Click to REMOVE):

Patient Details

Patient Name:

MRN/HCN:

Comments

Buttons: Add Order Line, View Order Summary

Step 3.7.5.1-3.7.5.6 enter the various details for the order

Step 3.7.5.8-3.7.5.10 Enter the Patient Details

Step 3.7.5.13 Click 'Add Order Line' to add the order.

3.8 Granulocytes

3.8.1 Select 'Granulocytes' as the Product Group

3.8.2 A warning message is displayed: To continue with the order click 'Accept'

Fig 3.19 Ordering Granulocytes

IBTS Order Form - Microsoft Internet Explorer provided by Irish Blood Transfusion Service

https://ordertraining.ibts.ie/IBTSOrdersTraining/Orders/IBTSOrderForm.aspx

File Edit View Favorites Tools Help

IBTS Order Form

Home > Create Order

Plasma Transfusion Contact Us Help

Irish Blood Transfusion Service
Seirbhís Fuilteoiríochtaí na hÉireann

IBTS Online Blood Ordering

Home Create Order Cancel Order Amended Orders Order Search Standing Orders

Order Details (Standard)

Product Group: Granulocytes

Product: Granulocytes

Leucocytes obtained from 3 to 5 units of whole blood within 24 hours of venepuncture by centrifugation, the removal of the buffy coat and pooling the buffy coats. This component contains granulocytes as a major cellular component suspended in anticoagulated plasma. GRANULOCYTES MAY ONLY BE ORDERED THROUGH AN IBTS MEDICAL CONSULTANT / REGISTRAR BY A HOSPITAL CLINICIAN.

To continue to order this product, Click the 'Accept' button to acknowledge that you accept and understand the usage directions for the product. To cancel, select a different product to order or proceed to complete the order.

Accept

No Order Lines Added

Step 3.8.1- 3.8.2 Select Granulocytes, Granulocytes

Step 3.8.3 Click 'Accept'

Local intranet 100%

3.8.3 Enter quantity of pools

3.8.4 Select ABO Group

3.8.5 Select Rh Group

3.8.6 You will be able to enter one or more phenotypes from the list of negative antigens.

3.8.7 Enter all patient details

3.8.8 You can *optionally* enter a comment regarding the order line

3.8.9 Click 'Add Order Line' to add the order

Fig 3.20 Ordering Granulocytes (continued)

IBTS Order Form - Microsoft Internet Explorer provided by Irish Blood Transfusion Service

https://ordertraining.bts.ie/IBTSOrdersTraining/Orders/IBTSOrderForm.aspx

File Edit View Favorites Tools Help

IBTS Order Form

Home > Create Order

Irish Blood Transfusion Service
Serious. Fulsch. On-line. Hires.

IBTS Online Blood Ordering

Home Create Order Cancel Order Amended Orders Order Search Standing Orders

Order Details (Standard)

Product Group: Granulocytes
Product: Granulocytes
Quantity: 1
ABO Group: Select Blood Group
Rh Group: Select Rh Group
CMV Negative: ☒
Irradiated: ☒
Use By Date:
Transport: Select Transport Method
Clinician Name:

Phenotypes

Click to ADD Phenotypes: C, E, Fy^a, Fy^b, Jk^a, Jk^b
Selected Phenotypes: (Click to REMOVE)

Patient Details

Patient Name:
DOB:
MRN/HCRN:
Patient Gender: Select Patient Gender
Patient Blood Group: Select Blood Group

Comments

No Order Lines Added

Local intranet 90%

Step 3.8.3-3.8.6
enter the various details for the order

Step 3.8.7 Enter the Patient Details

Step 3.8.10 Click 'Add Order Line' to add the order.

Verify when in Use.

3.9 Medicinal Products

3.9.1 Select 'Derivatives' as the Product Group

3.9.2 Select the derivative/medicinal product required from the dropdown menu.

The derivatives/medicinal product that can be ordered are detailed in Attachment 4.1 of this document.

Fig 3.21 Ordering Derivatives/Medicinal Products

**Step 3.9.-
3.9.2 Select
Derivatives**

The screenshot displays the 'IBTS Online Blood Ordering' interface. The 'Order Details (Standard)' section contains the following fields:

- Product Group:** Derivatives (selected)
- Product:** Octaplas (selected)
- Quantity:** 1 x Box of 10 units
- ABO Group:** Select Blood Group
- Transport:** Select Transport Method
- Comments:** (empty text area)

Buttons for 'Add Order Line' and 'View Order Summary' are located below the form fields. At the bottom, a table lists the order details:

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Splits
1	Derivatives	Octaplas	1	O													

Below the table, there is a 'Scheduled Delivery' button.

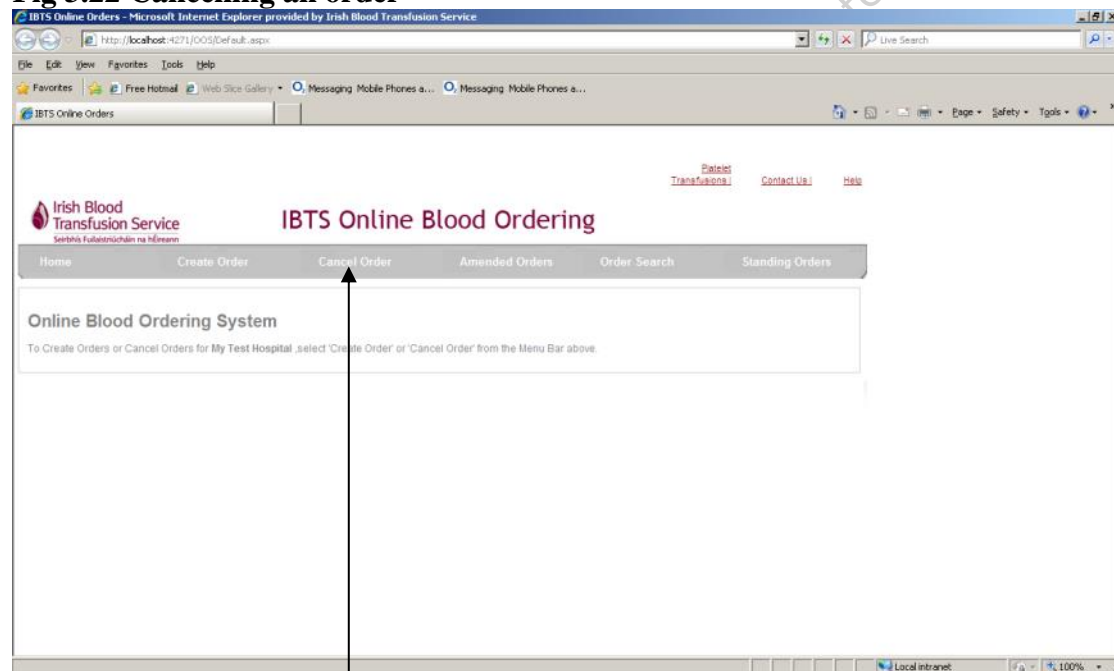
3.10 How to Cancel an Order

It is quite straightforward to cancel an order by following the steps detailed in this section.

When an order is cancelled the system will mark the order as cancelled and record by whom and when the cancellation took place.

3.10.1 From the Homepage select 'Cancel Order'

Fig 3.22 Cancelling an order



Step 3.10.1
From the
Homepage
Select 'Cancel
Order'

- 3.10.2 Enter your name in the text box so that the system can associate the cancelled order with the person submitting the cancellation
- 3.10.3 Select the order that you are requesting to be cancelled by ticking the box at the leftmost side of the order line.
- 3.10.4 Click 'Cancel Order'

Fig 3.22 Cancelling an order (continued)

Irish Blood Transfusion Service
Seirbhís Fúlúcháin na hÍdeam

IBTS Online Blood Ordering

Home Create Order Cancel Order Amended Orders Order Search Standing Orders

Enter your name (the name of the Person cancelling the order must be entered in order to proceed)

Select	Order Reference	Created Date	Order Created By	Order Type	Hospital Reference
<input type="checkbox"/>	D25932	12/12/2012 20:01:37	ewriwriwri	Standard	
<input type="checkbox"/>	D25933	12/12/2012 20:05:19	ewriwriwri	Standard	
<input type="checkbox"/>	D25934	13/12/2012 10:17:33	Test Saadian	Standard	
<input type="checkbox"/>	D25935	13/12/2012 10:25:49	Test Saadian	Standard	Ref Saadian
<input type="checkbox"/>	D25937	13/12/2012 12:13:36	marian barry	Standard	
<input type="checkbox"/>	D25939	13/12/2012 12:29:27	marian barry	Stock	
<input type="checkbox"/>	D25942	13/12/2012 12:58:15	Test Val	Standard	
<input type="checkbox"/>	D25943	13/12/2012 13:13:46	Test Saadian Two	Standard	Ref Saadian
<input type="checkbox"/>	D25944	13/12/2012 13:17:19	Test Saadian Three	Standard	Test Ref 003
<input type="checkbox"/>	D25945	13/12/2012 13:18:33	Test Saadian Four	Standard	Ref 004

1 2 3

Cancel Order

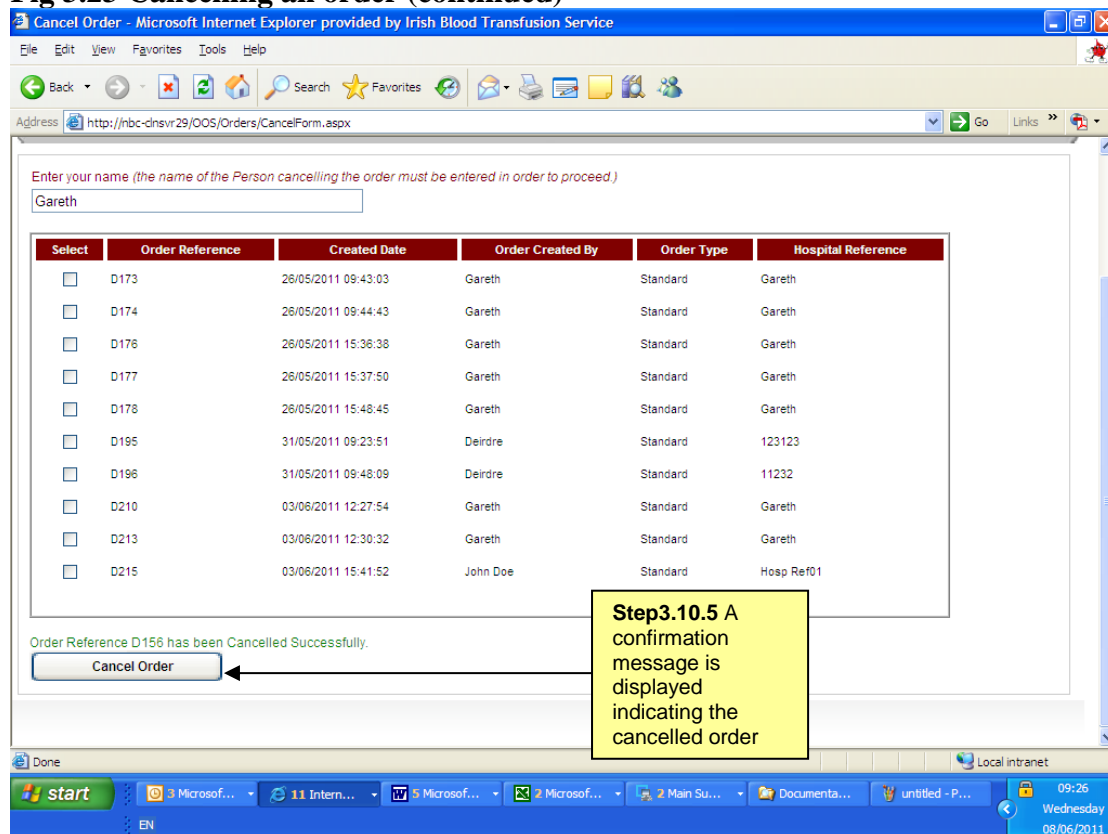
3.10.2 Enter your name in to confirm that you are cancelling the order

3.10.3 Select the order that you are requesting to be cancelled by ticking the box at the leftmost side

3.10.4 Click 'Cancel Order'

3.10.5 A confirmation message will be displayed at the bottom of the page, indicating the order number that has been cancelled as a result of your request.

Fig 3.23 Cancelling an order (continued)



3.10.6 Cancelling an order after it has been processed

In the event that you wish to cancel an order after it has been processed by IBTS

3.10.6.1 Create a new order

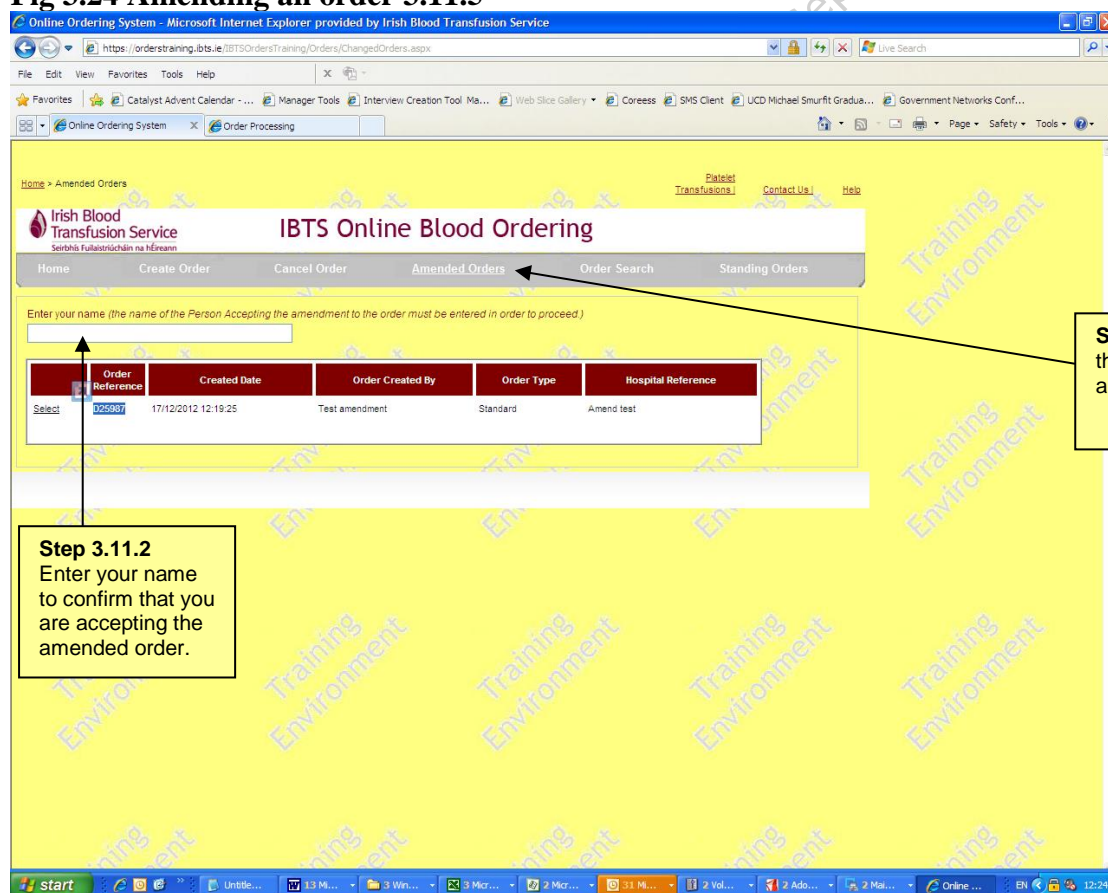
3.10.6.2 Fill in detail

3.10.6.3 In “Comments Section” reference the D/C number of the order you wish to cancel

3.11 How to Amend Orders

- 3.11.1 In the event that we are unable to fill your order we will call you.
- 3.11.2 We will discuss available stock with you.
- 3.11.3 When we have agreed per phone what you will accept, The IBTS will amend the order on the Electronic Ordering System.
- 3.11.4 The order will be sent back to you via the Electronic Ordering System with the agreed changes.
- 3.11.5 You can review the amended order by clicking on 'Amended Orders' tab in the Electronic Ordering System (figure 3.24).

Fig 3.24 Amending an order 3.11.5



- 3.11.6 You can review the amended order as agreed per phone. Click on the 'Accept Amendment' button to accept the amended order. To reject the order completely, click on the 'Reject Amendment' button.
- 3.11.7 A confirmation email will be sent by the system. Please note that a new order number is assigned to the order when you click on the 'Accept Amendment' button.

When the 'Reject Amendment' button is clicked, the order is cancelled out of the system.

Fig 3.25 Amending an order 3.11.6

Irish Blood Transfusion Service
Seirbhís Falaistricíúcháin na hÉireann

Compare Order

New Order Reference Number **D33359**
 Hospital: My Test Hospital
 Order Owner: marian Barry
 Order Type: Standard
 Hospital Reference: D33358 -
 Created: 03/11/2017 12:24:57

Line	Product Group	Product	Qty	ABO	RH Group	CMV Neg	Irradiated	Phenotype	Use By	Transport	Free Cell	Free Cell
1	Red Cells	Red cells in A.S. leucodepleted CPD SAGM4	O	Positive	YES			C- e- Fya-		Unscheduled Delivery		
Patient Details No B+ available will accept O+, amended per DM/MB												

Old Order Reference Number **D33358**
 Hospital: My Test Hospital
 Order Owner: marian Barry
 Order Type: Standard
 Hospital Reference:
 Created: 03/11/2017 12:05:14

Line	Product Group	Product	Qty	ABO	RH Group	CMV Neg	Irradiated	Phenotype	Use By	Transport	Free Cell	Free Cell
1	Red Cells	Red cells in A.S. leucodepleted CPD SAGM6	B	Positive	YES			C- e- Fya-		Unscheduled Delivery		
Patient Details Comments												

Step 2
Click to Accept the amended order.

3.12 How to Search for an order

3.12.1 From the Homepage select 'Order Search'

3.12.2 Click on 'From' box and select date.

3.12.3 Click on 'To' box and select date.

3.12.4 Select search to display the orders for the date range that you have selected.

Fig 3.26 Searching for an order

Step 3.12.1
From the menu bar select 'Order Search'

Step 3.12.2
Click on from and select date

Step 3.12.3
Click on to and select date

Step 3.12.4
From the menu bar select 'Order Search'

Order Reference	Hospital	Ordered By	Order Type	Hospital Reference	Order Status	Status Last Updated	Status Last Updated By	Created
Select D25991	marian barry	Standard			UNPROCESSED	18/12/2012 15:05:59	My Test Hospital	18/12/2012 15:05:59
Select D25992	Marian	Standard			RECEIVED	18/12/2012 15:09:04	barryma	18/12/2012 15:08:23

3.13 How to place Standing Orders

It should be noted that all Standing Orders must be agreed with the IBTS before being set up on EOS.

3.13.1 Select Create order in the menu bar.

Fig 3.27 Placing a standing order

The screenshot displays the IBTS Online Blood Ordering web application. The browser window title is "IBTS Order Form - Microsoft Internet Explorer provided by Irish Blood Transfusion Service". The address bar shows the URL "https://ordertraining.ibts.ie/IBTSOrderTraining/Orders/IBTSOrderForm.aspx". The application has a yellow background with a menu bar at the top containing "Home", "Create Order", "Cancel Order", "Amended Orders", "Order Search", and "Standing Orders". The "Create Order" menu item is highlighted. Below the menu bar, there is a form with the following fields: "Enter your name (the name of the Person placing the order must be entered in order to proceed)" with a text input field, "Order Type" with a dropdown menu labeled "Select Order Type", and "Hospital Reference" with a text input field. A "Start Order" button is located to the right of the "Order Type" dropdown. A callout box with a yellow background and black border points to the "Create Order" menu item. The callout box contains the text: "Step 3.13.1 From the menu bar select 'Create Order'". The bottom of the screenshot shows the Windows taskbar with the Start button and several open applications.

Step 3.13.1
From the menu bar select 'Create Order'

3.13.2 Enter your name, select 'Standing' as the order type.

Fig 3.28 Placing a standing order

The screenshot displays the 'IBTS Online Blood Ordering' web application. The page title is 'IBTS Order Form - Microsoft Internet Explorer provided by Irish Blood Transfusion Service'. The URL in the address bar is 'https://orderstraining.ibts.ie/IBTSOrdersTraining/Orders/IBTSOrderForm.aspx'. The page features a navigation bar with links: Home, Create Order, Cancel Order, Amended Orders, Order Search, and Standing Orders. The main content area is titled 'IBTS Online Blood Ordering' and includes a sub-header 'Irish Blood Transfusion Service'. Below this, there is a form titled 'Enter your name (the name of the Person placing the order must be entered in order to proceed.)'. The form contains a text input field for the name, which is populated with 'John Doe'. To the right of the name field is a 'Start Order' button. Below the name field, there is a dropdown menu for 'Order Type' with the following options: Standing, Select Order Type, Standard, Stock, Emergency, and Standing. A callout box labeled 'Step 3.13.2' points to the 'Order Type' dropdown menu, indicating the user should select 'Standing' as the order type. The background of the page is yellow with a repeating 'Training Environment' watermark. The Windows taskbar at the bottom shows the start button and several open applications, including 'Untitled...', '13 Mc...', '3 Wh...', '3 Mc...', '2 Mc...', '31 Mc...', '2 Vol...', '2 Ad...', '2 Mc...', and 'IBTS O...'. The system clock shows 13:00.

3.13.3 Select Product and Product group.

Fig 3.29 Placing a standing order

Home > Create Order

Platelet Transfusions | Contact Us | Help | Version 4

Irish Blood Transfusion Service
Seirbhís Fyulatrúisichín na hÍdeann

Home Create Order Cancel Order Amended Orders Order Search Standing Orders

Order Details (Standing)

Product Group: Paediatric Red Cells

Product: C7429V00 RC LD in AS for NNU for first 5 days

May be used for large volume transfusion in the context of surgery for infants aged up to 12 months (e.g. Paediatric cardiac surgery, ECMO) but must be within first 5 days from date drawn.

To continue to order this product, Click the 'Accept' button to acknowledge that you accept and understand the usage directions for the product. To cancel, select a different product to order or proceed to complete the order.

Accept

No Order Lines Added

Step 3.13.3
Select product and product group

3.13.4 Enter the details of the product you are ordering.

3.13.5 Enter the days of the week that you require the product. The system will automatically generate the order for the days of the week you have selected.

3.13.6 Click View order summary

Fig 3.30 Placing a standing order

Home Create Order Cancel Order Amended Orders Order Search Standing Orders

Order Details (Standing)

Product Group: Paediatric Red Cells

Product: C7429V00 RC LD in AS for NNU for first 5 days

Quantity: 1

ABO Group: Select Blood Group

Rh Group: Select Rh Group

CMV Negative: ☒

Irradiated: ☐

Mon ☐ Tue ☒ Wed ☐ Thur ☐ Fri ☒ Sat ☐ Sun ☐

Transport: Select Transport Method

Comments

Add Order Line

View Order Summary

Phenotypes

Click to ADD Phenotypes

Click to REMOVE

Step 3.13.4
Enter the details of the product you are ordering

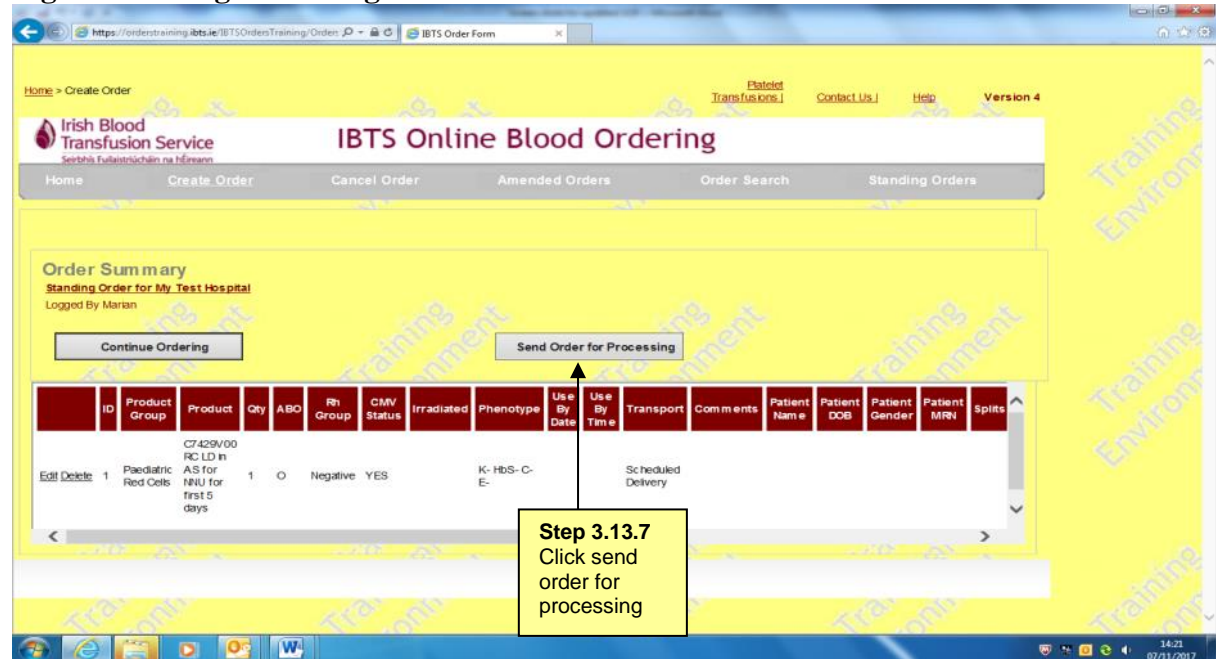
Step 3.13.5
Enter the days of the week that you require the product

Step 3.13.6
Click view order summary

ID	Product Group	Product	Qty	ABO	Rh Group	CMV Status	Irradiated	Phenotype	Use By Date	Use By Time	Transport	Comments	Patient Name	Patient DOB	Patient Gender	Patient MRN	Splits
1	Paediatric Red Cells	C7429V00 RC LD in AS for NNU for first 5 days	1		Negative	YES		K- HbS- C- E-			Scheduled Delivery						

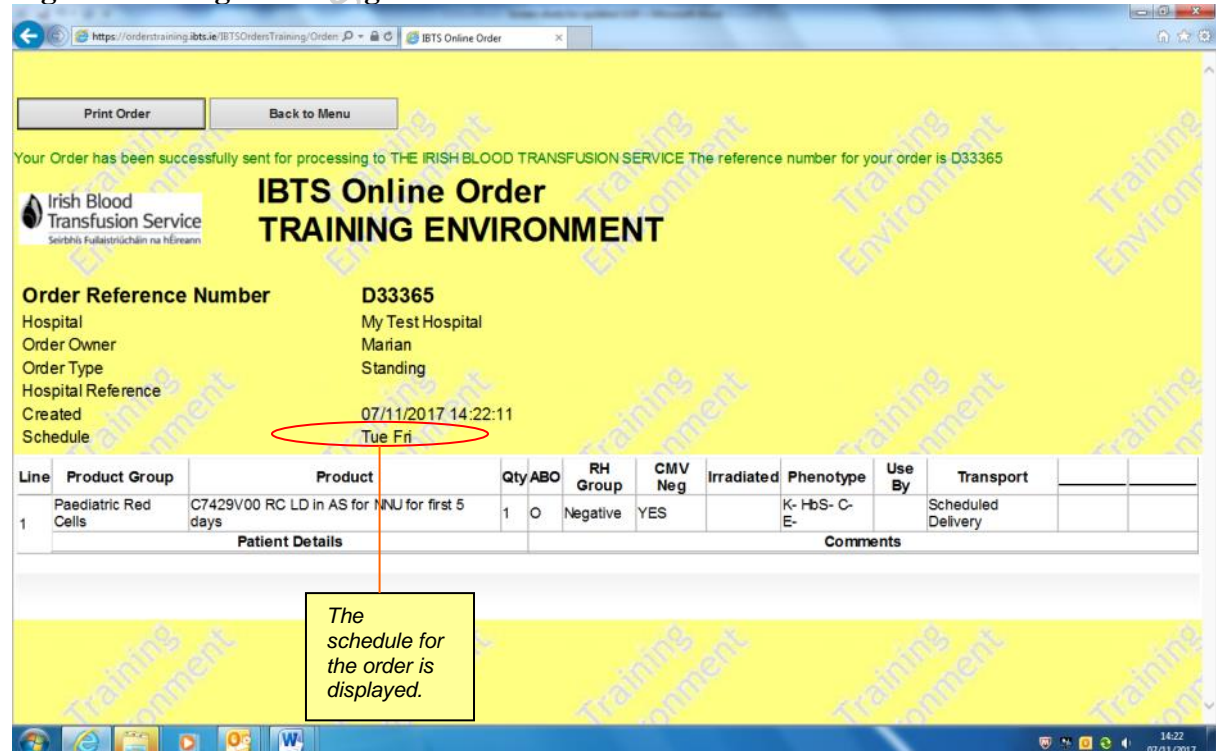
3.13.7 Click send order for processing.

Fig 3.31 Placing a standing order



3.13.8 The order summary is displayed. The schedule for the order is displayed.

Fig 3.32 Placing a standing order



IBTS/DSP/UG/0002	Ver. 7	Page 38 of 38
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4 ATTACHMENTS

- 4.1 Product Groups Available
- 4.2 Troubleshooting Guide
- 4.3 Checklist

Verify when in Use. Status CURRENT Effective 27 September 2021

Product Groups available

Red Cell Components

Product Description	Usage Direction
Red cells in A.S.leucodepleted CPD SAGM	Red Cells / Red Cells, Irradiated, are used to augment the oxygen delivery capacity of the blood where this is critically impaired.
Red cells leucodepleted, washed	<p>Red Cells, Washed / Red Cells, Washed, Irradiated are used to augment the oxygen delivery capacity of the blood where this is critically impaired in patients with significant reaction to plasma.</p> <p>Red Cells, Washed / Red Cells, Washed, Irradiated (protein content < 0.5g/unit) are not designated for the transfusion of patients with IgA deficiency.</p>

Platelet Components

Product Description	Usage Direction
Platelets	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Apheresis	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Neonatal	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
Washed	<p>To provide platelet replacement where deficiency or functional abnormalities causing significant haemostatic problems, in patients with significant reactions to plasma.</p> <p>Washed platelets (protein content < 0.5g/unit) are not designated for the transfusion of patients with IgA deficiency.</p>
HLA Matched	If this is the first HLA order for this patient, you must contact a medical registrar at the IBTS for you to be able to order this component. If this is the second or subsequent order please proceed.
PAS	To provide platelet replacement where deficiency or functional abnormality is causing significant haemostatic problems.
HPA1a Neg	This product is indicated for the treatment of thrombocytopenia in babies with a suspected or confirmed diagnosis of FNAITP.(Foetal-neonatal alloimmune thrombocytopenia.HPA1a negative platelets are issued following authorisation by the IBTS Consultant/ Registrar.

Paediatric Red Cell Components

Product Code & Description	Usage Direction
E8210V00 RC leucodepleted for IUT (CPD)	Red cells leucodepleted are prepared on request for use for intra – uterine transfusion Haematocrit adjusted to requested value prior to issue. Irradiated and issued for immediate use.
E8215V00 RC Plasma Reduced LD NNU for 1st 5 days	<ol style="list-style-type: none"> 1. Acute (large volume) transfusion in Neonates / small infants. 2. Exchange transfusion of neonates. Product should be irradiated provided this does not unduly delay transfusion. 3. Product <u>must</u> be irradiated if the recipient has had previous intrauterine transfusion. 4. If irradiated, this product must be used within 24h of irradiation.
C7429V00 RC LD in AS for NNU for first 5 days	May be used for large volume transfusion in the context of surgery for infants aged up to 12 months (e.g. Paediatric cardiac surgery, ECMO) but must be within first 5 days from date drawn
C7429VAO-C7429VEO Red cells in AS leucodepleted for NNU (S1-S5)	Red cells AS-LD are used for augmenting the oxygen carrying capacity of the blood where this is critically reduced in infants requiring repeated small volume transfusions with in a 4 to 5 week period. It is recommended that the first satellite bag should be transfused with in 5 days from the date bled and subsequent bags from the same donation may be transfused. Suitable for infants up to 12 months.

Granulocyte Components

Order	Product Description	Usage Direction
1	Granulocytes	<p>Leucocytes obtained from 3 to 5 units of whole blood within 24 hours of venepuncture by centrifugation, the removal of the buffy coat and pooling the buffy coats. This component contains granulocytes as a major cellular component suspended in anticoagulated plasma.</p> <p>Granulocytes may only be ordered through an IBTS medical consultant / registrar, by a hospital clinician.</p>

Derivatives

Order	Product Description	Usage Direction
1	Octoplas	
2	Fibrinogen / Riastap	

Troubleshooting Guide

The IBTS will accept telephone orders in the event of an outage.

In the unlikely event that you experience a difficulty with EOS please place a manual order using the telephone.

If there is a general outage affecting all hospitals, you will be notified by the IBTS. If you have already been notified by the IBTS, please do not complete the checklist.

To assist you in identifying the issue, we have created the following checklist.

If you experience difficulties, please close your browser before following any of the steps in the checklist.

This form should not be used for the purposes of communicating change requests to the existing version of the IBTS EOS.

If you need assistance with any of the instructions detailed in the checklist, please work with your local IT Department.

If the problem still remains, please contact the IBTS.

Please remember to submit orders retrospectively when access to EOS has been restored. Please remember to state that you have received the product so that IBTS Hospital Services do not send a duplicate shipment. i.e. Retrospective order – product received.

IBTS/DSP/UG/0002	Ver. 7	Attachment 4.2	Page 1 of 1
DC: N/A	DRP: N/A	Medium: N/A	

Checklist

Hospital: _____

Name: _____

Date: _____

Time: _____

Step	Description		
1	Please identify which version of the EOS is problematic	<input type="checkbox"/> Live https://orders.ibts.ie	<input type="checkbox"/> Train https://orderstraining.ibts.ie
2	Can you access the EOS	<input type="checkbox"/> Yes Please proceed to step 5	<input type="checkbox"/> No Please proceed to the next step.
3	Have you entered the correct address (URL) for the EOS	<input type="checkbox"/> Yes Please proceed to the next step	<input type="checkbox"/> No Please enter the correct URL for EOS
4	Please confirm that you can access the internet by connecting to a commonly used website such as http://www.google.ie	<input type="checkbox"/> Yes Please proceed to the next step	<input type="checkbox"/> No Please inform your Local IT Department.
5	Are you receiving the following message: <i>403 - Forbidden: Access is denied.</i> You do not have permission to view this directory or page using the credentials that you supplied.	<input type="checkbox"/> Yes Please ensure the digital cert is installed. For information on how to do this, please refer to page 4 of the digital certificate installation guide.	<input type="checkbox"/> No Please proceed to the next step.
6	Are you receiving the following message: <i>404 - File or directory not found.</i> <i>Or</i> <i>Page cannot be displayed</i> The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.	<input type="checkbox"/> Yes Please check the website address, if this does not resolve the issue, please proceed to the next step	<input type="checkbox"/> No Please proceed to the next step.
7	Please provide a brief description of the issue:		