
INFORMATION ONLY

Introduction of Online Ordering

Customer Letter # 2021-47

2021-12-20

Dear Colleagues:

This letter serves to update hospital customers on the progress Canadian Blood Services has made in the transformation of activities to digital channels which will improve communications and operational efficiencies. Since 2018, Canadian Blood Services has been operating a pilot online ordering system in British Columbia. In November 2020, we launched the Hospital Portal (myhospital.blood.ca) to facilitate a single location for all Hospital-Canadian Blood Services digital interactions. We are now poised to launch the national online ordering solution within the Hospital Portal beginning in January 2022.

Online ordering will allow hospital customers to submit product orders online through the Hospital Portal and will replace the need for faxed orders (with certain exceptions, see table below). **Canadian Blood Services will work with all hospital customers to schedule the onboarding dates between January 2022 and June 2022.**

The goal of this capability is to:

- Provide an interface for hospital customers to login, complete orders for blood and blood products, to submit the orders to Canadian Blood Services, and to be able to monitor the progress of the order as it is being fulfilled.
- Provide an interface for the Canadian Blood Services distribution staff to receive and review incoming orders, apply updates to the orders as necessary, then to manage the order status within the system through to shipment.

Hospital customers will have access to a User Guide and to a series of short videos that will guide them through the order management training process. These can be viewed at your convenience. Canadian Blood Services staff, upon request, will be available for further assistance after the User Guide and short training videos have been reviewed. Based on our experience with the pilot, we expect the learning time for hospitals to be minimal as the user interface is intuitive and the capability is being embedded in the existing system.

Faxing will still be required until all hospitals have been successfully onboarded. Faxed orders will still be processed by the Canadian Blood Services team as per the current process until this time. Some products will need to continue to be ordered by fax as additional capabilities are needed to facilitate ordering of these products (as listed in the table below). Fax will remain the contingency method for ordering products in case of IT outages at Canadian Blood Services or hospitals.

What Can and Cannot be Ordered Using the **Initial Online Ordering System Release**

	CAN be Ordered	CANNOT be Ordered These products will need to be ordered by fax.
Blood Components	<ul style="list-style-type: none"> • Products on the Blood Component Order Form except for those noted. 	<ul style="list-style-type: none"> • K negative Products on the Blood Component Order Form. As 100% of our whole blood donations are tested for the K antigen, hospital customers should feel confident that they will receive sufficient K negative units when ordering red blood cell for stock. • Any product on the Special Request Order Form • Any product on the Request for HLA/HPA Selected Platelets
Plasma Protein and Related Products	<ul style="list-style-type: none"> • Products on the Volume Expanders / Immune Globulins and S/D Plasma Order Form except for those noted. • Products on the Factor Concentrates & Other Plasma Protein & Related Order Form except for those noted. 	<p>If there is a change in criteria for these or other products, the ability to order online will also change.</p> <ul style="list-style-type: none"> • Products included in the Special Access Program. These are indicated by an * on the product orders forms. For example, Factor XI, Bio Products Laboratory – 1000 IU. • Products on the Solvent Detergent Plasma Request Form (Octaplasma™ S/D Plasma Any Group). • Products on the Patient Designated Plasma Protein Products Form. For example, Panhematin®.

Please share a copy of this customer letter with healthcare professionals at your hospital who might be interested in this information.

This customer letter can also be viewed at www.blood.ca in the “Hospitals Services” section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,



Tanya Petraszko
Senior Medical Director, Medical Laboratory and Stem Cell Services