# ABO User Guide

Version 2.0

# LOG IN

It is recommended that you use Windows **Internet Explorer 9**. Use of an older version or other browser may cause certain website components to display incorrectly. Log-in credentials may only be created by an authorized user. **Contact LifeStream to determine who the authorized user is at your facility or for assistance in creating a username and password.** ABO may be accessed through LifeStream's main website or directly by typing the ABO web address into the address bar of your browser.

## To log in:

Go to www.LStream.org and click on the **Hospital Services** link at the bottom of the page.

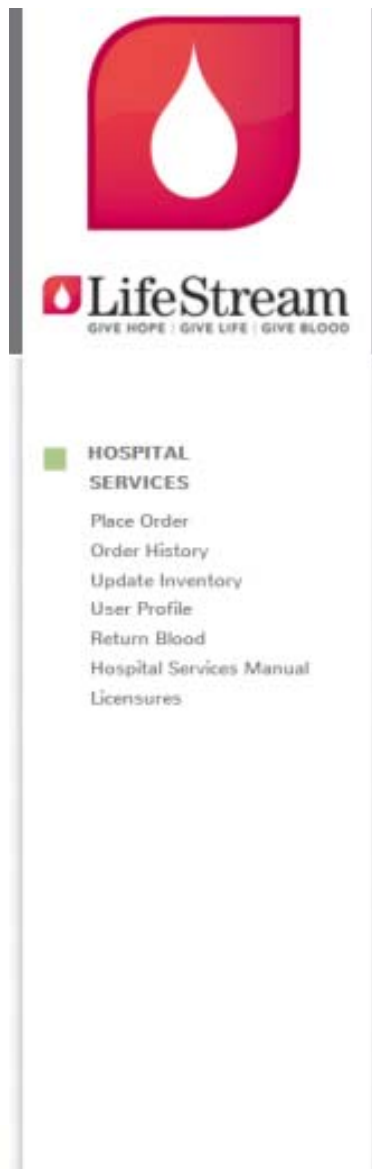**OR**

Go directly to abo20.LStream.org



1. Enter **User ID** and **Password.**

   *Restrictions: Must be 6-10 characters and contain at least 1 number and 1 letter.*

2. Click **LOGIN**

# NAVIGATION



### Place Order
Enter orders for routine blood products, antigen negative RBC, HLA-matched platelets, and crossmatched platelets.

### Order History
Check status of all current outstanding orders and details of past fulfilled orders.

### Update Inventory
Enter current inventory levels and ABO will generate automatic product order based on facility's MIN/MAX levels. Note: MIN/MAX levels may be set by contacting LifeStream.

### User Profile
Update user passwords. For Administrators add or modify facility users.

### Return Blood
Create request for product returns and generate return forms for pick up. View previous returns.

### Hospital Services Manual
Access important LifeStream policies and forms.

### Licensures
Access current LifeStream licensures and registrations.

# PLACE ORDER

## Routine

Routine blood products, antigen negative RBCs, HLA-matched platelets, and crossmatched platelets may be ordered through ABO. Certain types of orders will require patient's name, date of birth, and/or ABO-Rh. See below for specific instructions for placing different types of orders.

### ORDER TYPE DEFINITIONS

### Code 3: Stock Order
Delivery based on your facility's order cut-off time and the next available delivery window.

### Code 1: Urgent Need (STAT)
Delivery made as soon as product is available. Orders requiring additional testing and/or manufacturing may result in extended delivery times and additional fees.

### TO ORDER BLOOD PRODUCTS THAT DO NOT REQUIRE SPECIAL LABORATORY TESTING.

*Pediatric RBCs and Platelet Pheresis orders require additional options to be chosen from their corresponding drop down menus. CMV and Irradiated products may be requested by clicking on the* **C** *and* **I***, respectively.*

1. Enter quantity in the corresponding boxes by product type and ABO/Rh. *Click buttons for CMV or Irradiation if applicable.*

2. Add order to cart.

   - Click ➕ to add individual item

   - Click **ADD ALL ORDERS** at the top/bottom of the screen to add all items

3. Select **VIEW CART** and review your order.

4. Select **PLACE ALL ORDERS.** An order confirmation number will be generated.

# PLACE ORDER continued

## AG Negative

RBC components that are confirmed negative for specific antigens as tested by LifeStream. Orders may be subject to additional fees. Patient name is required.

1. Check box for **ANTIGEN SCREENED RBC.**

2. Accept "possible additional charges" message.

3. Enter patient's name and click **OK.**

4. Enter quantity in the corresponding boxes by product type and ABO/Rh. *Click buttons for CMV or Irradiation if applicable.*

5. Choose desired antigens by clicking corresponding boxes. *If choosing "Other," specify in "special instructions" box.*

6. Add order to cart.

   - Click  to add individual item

   - Click **ADD ALL ORDERS** to add all items

7. Select **VIEW CART** and review your order.

8. Select **PLACE ALL ORDERS.** An order confirmation number will be generated.

# PLACE ORDER continued

## HLA

Platelet Apheresis products that have been HLA matched by LifeStream. Orders may be subject to additional fees. Patient name, date of birth, ABO/Rh, and HLA-A and HLA-B loci information are required for each order. Order must specify if any type (ABO/Rh) is acceptable or if platelet must be type-specific. All HLA-matched platelets will be irradiated prior to shipment.

1. Check box for **HLA-MATCHED PLATELETS.**

2. Accept "possible additional charges" message.

3. Enter patient's name, DOB, and blood type. Click **OK.**

4. Enter quantity in the corresponding boxes by ABO/Rh if applicable. *Click buttons for CMV or Irradiation if applicable.*

5. Enter first and second position information for HLA-A and HLA-B loci.

6. Add order to cart.

   - Click ✚ to add individual item

   - Click **ADD ALL ORDERS** to add all items

7. Select **VIEW CART** and review your order.

8. Select **PLACE ALL ORDERS.** An order confirmation number will be generated.

# **PLACE ORDER** continued

## XMATCH

Platelet Apheresis products that are tested and crossmatched for a specific patient. Orders may be subject to additional fees. Patient name, date of birth, and ABO/Rh are required for each order. Order must specify if any type (ABO/Rh) is acceptable or if platelet must be type-specific.

**REQUEST FOR REFERENCE LAB STUDIES FORM** must be completed and be delivered with patient samples. All crossmatched platelets will be irradiated prior to shipment.

1. Check box for **CROSSMATCHED PLATELETS.**

2. Accept "possible additional charges" message.

3. Enter patient's name, DOB, and blood type. Click **OK**.

4. Enter quantity in the corresponding boxes by ABO/Rh if applicable. *Click buttons for CMV or Irradiation if applicable.*

5. Add order to cart.

   - Click ➕ to add individual item

   - Click **ADD ALL ORDERS** to add all items

6. Select **VIEW CART** and review your order.

7. Select **PLACE ALL ORDERS.** An order confirmation number will be generated.

# ORDER HISTORY

Current and past order details may be viewed in this section. Searching for order may be done by (1) confirmation number, (2) date range, and (3) most recent 10 orders (Quick Search.) Further order details may be accessed by clicking on the date for an individual order. Status of components not delivered due to a partial shipment may be viewed by clicking on the link in the Backorder column.

## STATUS DEFINITIONS

Requested:          Order has been placed
Acknowledged:       Order has been accepted by LifeStream
In Process:         Order is being filled
Packed:             Products have been packaged for delivery
Ship:               Order is out for delivery

Your order history is displayed below. You may click on any of the dates to display the details associated with this order. Orders that are requested and that have not been updated with a Request ID are shown below. Only 'Requested' orders can be changed online. If a change is required for any other order, please call the Blood Center

| Date | Order Time | Confirmation | Originator | Status | Component | Qty | Date Shipped | Qty Shipped | RequestID | Notes | Backorder |
|------|-----------|--------------|------------|--------|-----------|-----|--------------|-------------|-----------|-------|-----------|
| 12-06-2013 | 1345 | 187366 | 2ARMTEST 2ARMTEST | Requested | Multiple Components | 21 | | | Not yet specified | code 3 | |
| 12-09-2013 | 955 | 187368 | 2ARMTEST 2ARMTEST | Requested | RBC Leukoreduced | 1 | | | Not yet specified | code 3 | |
| 12-09-2013 | 956 | 187369 | 2ARMTEST 2ARMTEST | Requested | | 1 | | | Not yet specified | code 3 | |
| 12-09-2013 | 956 | 187370 | 2ARMTEST 2ARMTEST | Requested | | 1 | | | Not yet specified | code 3 | |
| 12-09-2013 | 956 | 187371 | 2ARMTEST 2ARMTEST | Requested | RBC Leukoreduced | 1 | | | Not yet specified | code 3 | |
| 12-09-2013 | 956 | 187372 | 2ARMTEST 2ARMTEST | Requested | RBC Leukoreduced | 1 | | | Not yet specified | code 1 | |
| 12-11-2013 | 1442 | 187389 | 2ARMTEST 2ARMTEST | Requested | RBC Leukoreduced | 2 | | | Not yet specified | code 3 | |

# UPDATE INVENTORY
**(Automated Inventory Management)**

ABO will generate an automated order based on your current inventory levels. This feature will not work properly if MIN/MAX levels are not entered by LifeStream. Contact Hospital Services to discuss your MIN/MAX requirements.

1. Enter current inventory totals by ABO/Rh and product type.

2. Click **UPDATE**.

3. Review automated order details.

   - If acceptable, click **PLACE ORDER**.

   - If unacceptable, click **CANCEL ORDER**.

Contact Hospital Services to discuss automated order features and to set or adjust MIN/MAX levels.

HOSPITAL SERVICES
909.386.6829

# USER PROFILE

Individual user's passwords can be modified by the specific user or the authorized user within your facility. Usernames cannot be changed once created. If changing a username is required, a new account must be created and the old account deleted.

1. Adding new users.

   - Click **ADD NEW HOSPITAL USER**

   - Enter User Profile information in provided fields

   - Choose "check box" to allow user to manage other users within the hospital, if applicable

   - Click **SAVE**

2. Modifying existing users.

   - Click **EDIT** for specific user

   - Edit fields as required.
     *Note: Username cannot be modified once it is created*

   - Choose "check box" to allow user to manage other users within the hospital, if applicable

   - Click **SAVE**

3. Deleting existing users.

   - Click **DELETE** for specific user

# RETURN BLOOD

Blood products may be returned to LifeStream. After processing the return, two return forms will be generated and a return request will be made in the system.

*Note: Records for components shipped are retained for 45 days in the ABO system. Any products shipped prior to this time frame cannot be returned through the ABO system. Please contact Hospital Services at 909.386.6829 to process these returns.*

RETURN OPTIONS
Note: Maximum number of units per return is 20.
Scan/Manual Entry
Scan or type unit number and product code in provided fields.

Ship Date
Enter dates and click **SEARCH.**

Component/Blood Type
Choose component and blood type from drop down options and click **SEARCH.**

For Ship Date or Component/Blood Type
Choose desired components by checking box in RETURN column.

In Selected Returns box:
1. Enter reason for return for each component.
   *Note: To remove components from Selected Returns, choose check box under* **REMOVE** *column.*

2. Click **SUBMIT RETURNS.**

3. Return form and return request will be generated. **Print return form.**

RETURN HISTORY
Previous return forms can be viewed. Previous return screen will sort by return date, in ascending order, by default. Each column can be clicked on to change the sort order.

1. Click **VIEW PREVIOUS RETURNS.**

2. Open details for return by clicking on **SELECT** for the corresponding return.

# SHOPPING CART

The shopping cart is always available when on the **PLACE ORDER** screen. It can be accessed anytime by clicking on the icon. Items will remain in the shopping cart unless confirmed for delivery or deleted. After all desired items are added to the shopping cart, review contents and confirm for delivery. Items remaining in the shopping cart will not be fulfilled until they are confirmed. Routine products and products from the Reference Lab will be placed as separate orders and will be grouped in the shopping cart.

## PLACING ORDER
Review shopping cart contents and modify order, if applicable. If contents are acceptable, click **PLACE ALL ORDERS** to complete product request.

## DELETE ORDER
Entire orders or individual components may be deleted.

| | HospID | Type | Patient | Instructions | |
|---|---|---|---|---|---|
| ⊟ | | Code3 | | Delete Place Order | |

| | Component | ABO_RH | Quantity | Attribute | |
|---|---|---|---|---|---|
| Edit | RBC Leukoreduced | O- | 10 | CMV Negative | Delete |
| Edit | FFP, 400 ml, frozen <8 hrs | A+ | 4 | | Delete |

**PLACE ALL ORDERS**     **GO BACK**

## MODIFY QUANTITY
- Click **EDIT** next to component needing modification.
- Change quantity.
- Click **UPDATE**.
  *Note: Click CANCEL if quantity does not need to be changed.*