Frequently asked tracking questions

**My barcode doesn’t work?**

Try it again. You may have been too quick or at the wrong height under the scanner light.

If it tells you that your “account is disabled and the account must be enabled before it can be used”. You either haven’t completed your transfusion e-learning or your observational competencies. Check on your ESR self-service, and then complete your outstanding requirement.

**What is the door code for the blood fridge room door at main theatres?**

512 and remember to turn the handle towards the door opening.

**What do I do with the “pick up slip” / product collection form?**

Return them to transfusion once they are completed.

**Which form do I need when?**

A “pick up slip” is required to collect blood components.

Red cells, Fresh Frozen Plasma, to use with the kiosk at the blood fridges. You also need a pick up slip for collection of Platelets from the “platelet agitator” and Cryoprecipitate at the “transfusion laboratory”. (Platelets and Cryoprecipitate are not stored in blood fridges so need to be collected from the transfusion lab).

A collection form is required to collect blood products. (Albumin, Anti D, Immunoglobulin’s, Octoplas, Octoplex, and clotting factors).
Who can generate a “pick up slip” or a product collection form?

Registered staff as a part of ensuring that the patient is ready for the transfusion.

What do I need to collect the emergency units of blood?

Send a member of staff with an active barcode and try to take a red box/red re-useable bag to bring back the units. You don’t need a “pick up slip”.

(Only collect emergency units when there is no other blood available for your patient and a doctor established that this is life threatening situation which cannot wait for blood to be made available).

I can’t remember where to find Blood Track enquiry?

Look for the red and white icon on your computer desktop.

I can’t remember by username for Enquiry (generating a “pickup slip”)?

It will be your own usual login to a computer.

What’s my “pin number”?

No one has a pin number just go straight to “Ok” or press return.

I got onto enquiry to the ok to print and nothing happened?

Check the name of the printer raised in the box, you need to change to the A4 printer as it may be default set to the medway printer for example.

Try on another computer and printer.

If your ward printers won’t work contact the IT helpdesk.

Where do a get a replacement barcode?

Contact Veronica or Jeni at transfusion or email rde-tr.htt@nhs.net.

You can place clear tape over the top of your barcode.

The doctor sent a sample why is it not on enquirer?

Blood only appears on Enquirer once the blood component is ready to be collected.

When I print a “pick up slip” the “deliver to Ward/Unit” box says Unknown Devices?

Email rde-tr.htt@nhs.net with the CM number on the side of the computer hard drive that you were using and with the ward/department name.