

## 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).

Royal Devon & Exeter NHS Foundation Trust COLLECTION OF BLOOD AND BLOOD PRODUCTS	
The staff collect the following blood components:	
Collect Blood Component from:	Blood Fridge
Deliver to Ward/Unit:	Blood Transfusion Laboratory
Hospital Number:	1231234
NHS Number:	123123456
Last Name:	SMITH
First Name:	ALBERT CHRISTOPHER
Date of Birth:	25-Apr-1978
Gender:	Female
Blood/Blood Products:	Quantity
Red Cells:	2
At the collection point:	
The Collector _____	
Sign your name and add your signature and a date in the clinical area.	
On delivery to the Ward/Unit ward staff needs _____	
Confirm the correct blood components/products have been delivered and complete below:	
Time Received:	Sign & Print Name _____
Blood can only be safely returned to fridge storage if it has been in the blood fridge for less than 20 minutes. Once returned back to the fridge storage it can be used.	
This does not replace the full final bedside checks as per Trust Blood Transfusion policy.	
Transfusion: Q9883147	
Product Code:	
Ward/Unit Name: Pathway 0222	
Site: Exeter - 11/15	

A **collection form** is required to collect blood **products**. (Albumin, Anti D, Immunoglobulin’s, Octoplas, Octoplex, and clotting factors).

Royal Devon and Exeter NHS Foundation Trust	
<b>COLLECTION OF BLOOD AND BLOOD PRODUCTS</b> <b>Version 4</b>	
ONLY trained and competency assessed personnel are authorised to collect blood components. You MUST PRINT and sign your name to confirm your authorisation.	
Surname	Forename Location
Hospital number	DOB Urgency (if required)
Indicate quantity to be collected	
Red Cells	ID neg Platelets FFP Cryo
HAS	Anti D IVig PCC Other
<b>REMEMBER PRINT YOUR NAME</b> Instructions:	
Collection organised by:	Date Time
Collected by:	Date Time
Received in clinical area by:	Date Time
Or placed in remote blood fridge by:	Date Time
Send completed forms ASAP to the Transfusion Department A204. TRLABFOR-0145	

### **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 my 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 midway printer for example.

Try on another computer and printer.

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

### **Where do I get a replacement barcode?**

Contact Veronica or Jeni at transfusion or email [rde-tr.htt@nhs.net](mailto: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](mailto: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.