

Creating a Special Order

Special orders are placed when a fresh product is required to have specific modifier(s), antigen requirements or if there is a need for it to be provided to you from a state-local **Australian Red Cross Lifeblood Customer Service Delivery** site for a specific patient.

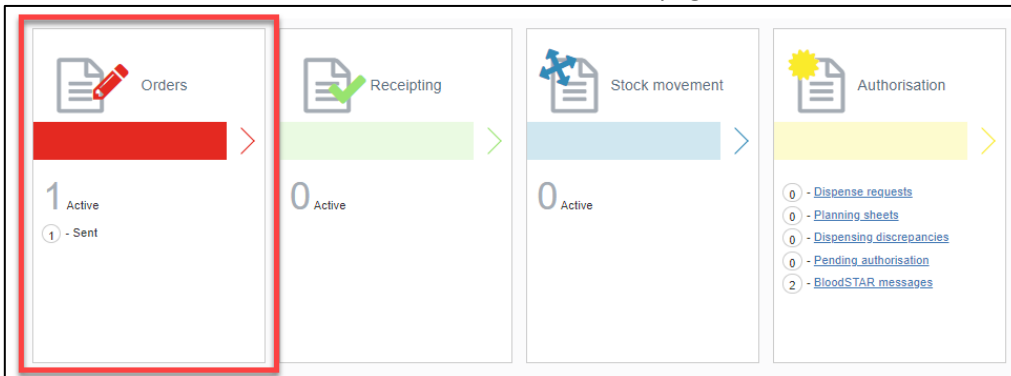


Please note: Patient information is not a mandatory requirement and should only be included if absolutely necessary for the order.

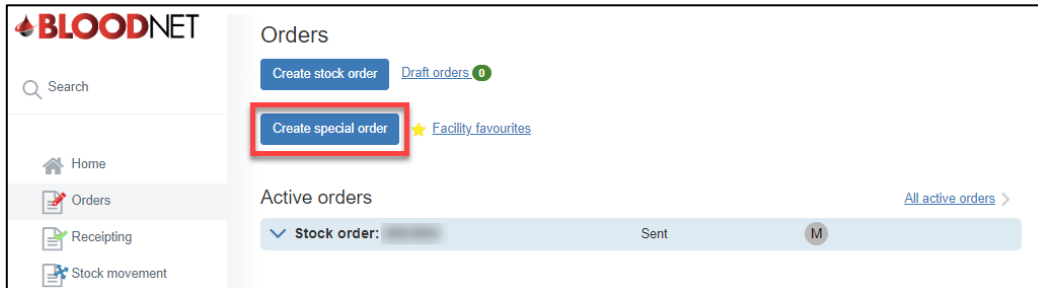
Perform the following procedure to Create a Special Order in BloodNet:

Create a Special Order

1. Select the **Orders** tile located on the left of the home page.



2. Select the **Create special order** button.



3. Add the required items by selecting **Add component** or **Add product**.

Create special order

1. Order items --- 2. Delivery Details --- 3. Finalise Order

Add items to order

i Add component or product to get started

Add component **Add product** [Copy previous special order](#)

[Cancel and return to orders dashboard](#)



Please note: Fresh products are located in the components tab and manufactured products are located in the products tab.

4. Once the component/product is selected, fill in all the required information and select either **Save component/product** or **Save and add another component/product** if more items are required.

Add component

i Complete the relevant details and save.

Component details

Component * *Required field

i If required, enter patient details below.

Family name

Given name

UR number

Gender

Date of birth dd/mm/yyyy

Infusion date dd/mm/yyyy

Medical condition

[Cancel and return to create special order](#) **Save component** **Save and add another component**

5. Review **1. Order items** and **Edit** or **Delete** as required and then select **Next: delivery detail**.

Create special order

1. Order items --- 2. Delivery Details --- 3. Finalise Order

Add items to order

Add component **Add product** [Copy previous special order](#)

Item	Blood group	Patient name	UR number	Price	Required	Actions
✓ Red Cells	A Negative			\$375.03	5	Edit Delete

[Cancel and return to orders dashboard](#) **Save as draft** **Next: delivery details**

6. Enter the order **Priority**, **Delivery** details and add any relevant order/delivery comments by selecting the **Add comment** button. Once complete, select the **Finalise Order** button.



Please note: When confirming the Delivery details for the order, you can **Specify date and time required**.

Create special order

1. Order items ... 2. Delivery Details ... 3. Finalise Order

Enter order priority and delivery details.

Priority Routine Urgent Life Threatening

Distribution Site:

Distribution Site Contact:

Distribution Runs	Run day	Place order by	Dispatch	ETA (+/- 30 minutes)	Courier
	Monday - Friday	09:00	10:00	11:00	
	Monday - Friday	10:00	12:00	12:30	
	Monday - Friday	15:00	15:00	16:00	

Delivery Next routine delivery Specify date and time required

Add comment

[Back to order items](#) [Cancel and return to orders dashboard](#) Save as draft Finalise Order

ROUTINE Delivery Terms

When to place a routine order?
Use a routine order when the products can be delivered via your facility's standard delivery schedule.

Dispatch timeframes
Lifblood will dispatch the product on either the next delivery run, or the delivery run that meets your required by date and time.

Routine orders are subject to cut-off times as specified in the dispatch schedule.



Please note: If you wish to edit the order, select the **Back to order items** hyperlink found in the bottom left corner of the tab and amend the order as necessary.

7. When placing an **Urgent** or **Life Threatening** order, a pop up will appear. Select **Yes** to confirm you would like to change the priority to **Urgent/Life Threatening**.

Urgent Order ×

This order will be ready for dispatch from Lifblood within 60 minutes of receipt of the order.

You must call Lifblood once the order is submitted.

Are you sure you want to change the priority to Urgent?

[No](#) Yes

Life Threatening Order ×

This order will be ready for dispatch from Lifblood within 30 minutes of receipt of the order and will be delivered to you by the quickest means possible.

You must call Lifblood once the order is submitted.

Are you sure you want to change the priority to Life Threatening?

[No](#) Yes

8. Select the **Send order** button to send the order to the local Lifeblood distribution site.

Create special order

1. Order items ... 2. Delivery Details ... 3. Finalise Order

Review and finalise order.

Priority **Urgent**

Call Lifeblood on [redacted]

Distribution Site

Required date Ready for dispatch within 60 minutes of receipt

Item(s) without patient details

Components

Item	Code	Component	Blood group	Modifiers	Antigens	Item Price	Required	Line Total
1	E8770V00	Red Cells	A Negative			\$375.03	5	\$1,875.15
Total							5	\$1,875.15

[Back to delivery details](#) [Cancel and return to orders dashboard](#) [Save as draft](#) [Send order and print](#) [Send order](#)



Please note: If your order is **Urgent** or **Life Threatening**, you **MUST** select the appropriate priority in **Step 6**. Do not write the priority in the comments box. All **Urgent** or **Life Threatening** orders **MUST** be followed up with a phone call to your local **Lifeblood Customer Service Delivery** site.

9. Once the order has been sent to Lifeblood, it will remain under the **Active orders** section until all issue notes linked to the order are receipted. Once all components/products have been physically received, the order can be **finalised** in BloodNet.

✓ Order [redacted] has been sent.

The following have been awaiting receipt for greater than 72 hours. Please action

- issue note: [redacted]
- issue note: [redacted]
- issue note: [redacted]
- issue note: [redacted]
- issue note: [redacted]
- issue note: [redacted]

Orders

Create stock order [Draft orders](#) 0

Create special order [★ Facility favourites](#)

Active orders [All active orders >](#)

Special order: [redacted] Sent (Awaiting confirmation) R **Urgent**

Sent: 19/03/2024 17:06 (AEDT)

Required: Ready for dispatch within 60 minutes of receipt

Distribution site: [redacted]

Quantity: 5

Total price: \$1,875.15

Call Lifeblood on [redacted]



The **Special order** has been sent to your local Lifeblood distribution site.