

Creating a Special Order

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

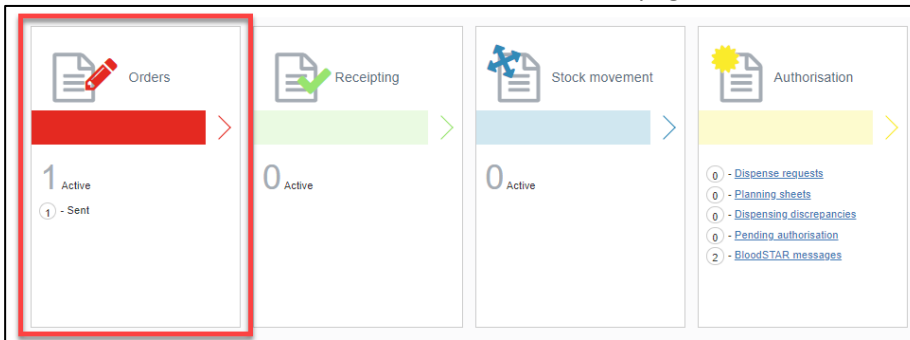


Please note: Patient information is not a mandatory requirement and should only be included if absolutely necessary for the order.

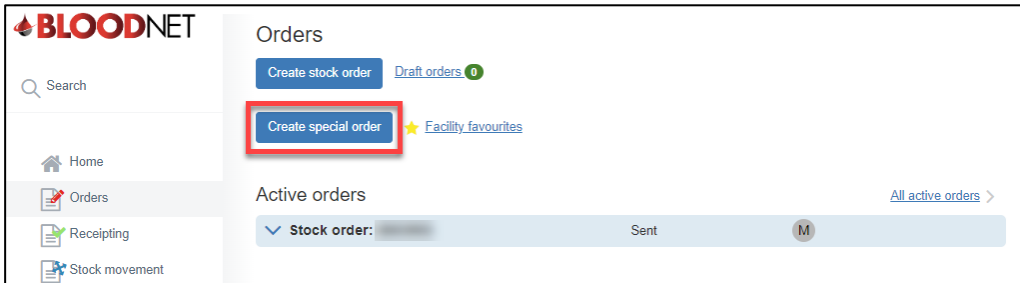
Perform the following procedure to Create a Special Order in BloodNet:

Create a Special Order

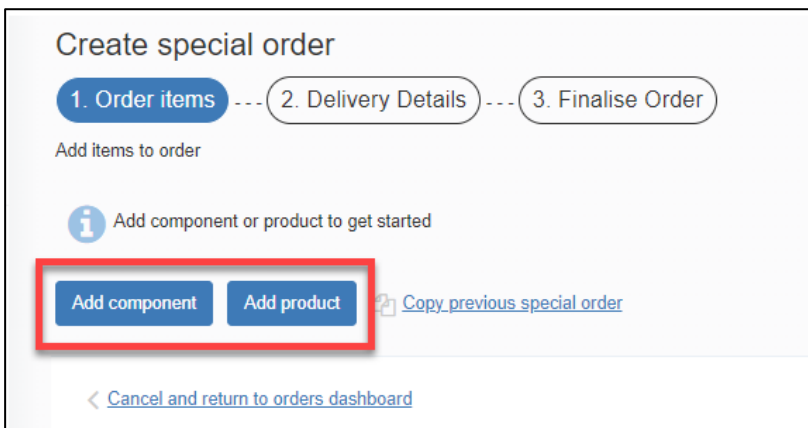
1. Select the **Orders** tile located on the left of the home page.



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



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





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

- 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

Complete the relevant details and save.

Component details

Component * *Required field

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](#)

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

Create special order

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

Add items to order

[Copy previous special order](#)

Item	Blood group	Patient name	UR number	Price	Required	Actions
✓ Red Cells	A Negative			\$375.03	5	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

[Cancel and return to orders dashboard](#)

- Enter the order **Priority**, **Delivery** details, and add any relevant order/delivery comments by selecting the **Add comment** button.

When placing a **Special Order** with a **Priority of:**

- Routine** the system will automatically select the next available date and time for dispatch based on Lifeblood’s distribution run schedule and the time that the order needs to be placed by.



Please note: You will have the option to select a later dispatch date and time in line with the distribution run schedule or you can **Specify date and time required**.

Priority Routine Urgent Life Threatening

*Required field

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
Lifeblood 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.

Distribution Site: Lifeblood

Distribution Site Contact: [Redacted]

Run day	Place order by	Dispatch	ETA (+/- 30 minutes)	Courier
Monday - Friday	06:30	08:30	09:00	FedEx
Monday - Friday	11:00	13:00	14:15	FedEx
Monday - Friday	16:00	18:00	19:00	FedEx
Saturday	08:00	10:00	11:30	FedEx
Sunday	08:00	10:00	11:30	FedEx

Refer to distribution runs timetable for place order by, approximate dispatch and delivery times. All times are displayed in AEDT. Please be mindful of public holidays and daylight savings times.

Delivery

Next routine dispatch:
 Monday 11 Nov 2024 18:00

or specify different dispatch:

- Tuesday 12 Nov 2024 08:30
- Tuesday 12 Nov 2024 13:00
- Tuesday 12 Nov 2024 18:00
- Wednesday 13 Nov 2024 08:30
- Wednesday 13 Nov 2024 13:00

or provide different date and time:
 Specify dispatch date and time (AEDT)

[Add comment](#)

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



Please note: If you are in a rural/remote area, options for the next routine dispatch will not show and you will need to **Specify required date and time**.

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

Enter order priority and delivery details.

Priority Routine Urgent Life Threatening

*Required field

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
Lifeblood 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.

Distribution Site: Lifeblood

Distribution Site Contact: [Redacted]

Delivery Specify required date and time

Date * dd/mm/yyyy

Time * hh:mm (24 hour)

[Add comment](#)

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

b. Urgent the system will automatically select the Delivery option *Ready for dispatch within 60 minutes of receipt*.

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: Lifeblood -

Distribution Site Contact: 03 9694 0200 (24/7)

Delivery: Ready for dispatch within 60 minutes of receipt Specify required date and time

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URGENT Delivery Terms

When to place an urgent order?
Use an urgent order when the products are required prior to the next routine delivery by the earliest available standard transport mode.

Dispatch timeframes
Lifeblood will have the product ready for dispatch within 60 minutes of the order being received, or at a later time if requested, where the product is available in the inventory.

ALL URGENT and LIFE-THREATENING orders MUST be immediately followed up with a telephone call to Lifeblood.

*Please note that any air freight deliveries will be dispatched to meet the first available flight time.

- c. **Life Threatening** the system will not provide any Delivery option and will require a phone call to your local Lifeblood CSD.

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: Lifeblood -

Distribution Site Contact: 03 9694 0200 (24/7)

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LIFE THREATENING Delivery Terms

When to place a life-threatening order?
Use a life-threatening order when there is a critical (life-threatening) need for immediate delivery of a product by the most rapid transport mode available.

Assistance from emergency services may be sought to facilitate rapid delivery. Misuse of this order priority is not acceptable.

Dispatch timeframes
Lifeblood will have the product ready for dispatch within 30 minutes of the order being received where the product is available in inventory.

ALL URGENT and LIFE-THREATENING orders MUST be immediately followed up with a telephone call to Lifeblood.

*Please note that any air freight deliveries will be dispatched to meet the first available flight time.

Once complete, select **Finalise Order**.

	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.
	Please note: 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 or Life Threatening .

Urgent Order ✕

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

You must call Lifeblood once the order is submitted.

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

[No](#)

Life Threatening Order ✕

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

You must call Lifeblood once the order is submitted.

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

[No](#)

7. Select the **Send order button to send the order to the local **Lifeblood CSD** 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](#)



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 CSD** site.



Please note: When the selected distribution run is no longer available due to missing the cut-off time, a red error message will be displayed at the top of the page. The error message is as follows

✖ There are error(s) on the page:
The selected distribution run is no longer available due to missing the cutoff time. Please select next available run or change order urgency.

Create special order

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

Review and finalise order.

Priority	Routine
Distribution Site	Lifblood - [redacted]
Distribution Site Contact	[redacted]
Dispatch date	19 Nov 2024 13:00 (AEDT)

On hand and Required quantity
 Required quantity is less

8. Once the order has been sent to Lifblood, 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 Lifblood on [redacted]