

Vitalant Customer Portal FAQs

We are pleased to introduce you to your customer portal for ordering and managing your blood products online.

Whether you and your team have been using our current online ordering system or ordering manually (by phone or fax), we will help you make the transition to the new system. If you've ever shopped online, this online ordering portal will feel familiar. Now, you can order blood products and submit request for return and credits using the Customer Portal.

What does my facility need to do to be able to use the online ordering service?

We will make sure your facility is in the portal, along with ordering and inventory preferences that are unique to your facility. There are no set-up forms for you to complete. Your organization has oversight as to how you use the service, including setting up users for the account.

You will select a Hospital Account Admin to manage your team's access, and then we will coach and support that person as they set up and manage your user's access in the application. Your Hospital Account Admin can add new users with a unique username and password and to deactivate those who no longer require access from the convenience of their desk.

A couple of weeks before you begin using the service, we will provide specific information about system requirements, including the most compatible web browsers, and ask that you work with your local IT teams to insure there are no internal obstacles to accessing this web-based application.

Confirm that your organization currently supports one of the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

User Security: Do we have to have unique identifiers for our users? I currently have one log-in for my team.

We require a unique log-in for each user. It is a best practice for interactive websites like our online ordering system. Unique user accounts are easy to set up and provide an auditable record for you and your administration. They also help assure the security of your account and your data when an employee within your team leaves your organization. If that person has a unique log-in, your administrator simply closes that person's account to prevent unauthorized ordering or access to your organization's data. If that person has used a team log-in, your administrator may have to issue a new log-in and your entire team would have to make that transition.

Unique user logins help assure patient privacy. This will take on additional importance as we continue to expand our capabilities to provide hospitals the opportunity to electronically place patient-specific orders (with HIPAA-protected information).

Each hospital customer will have Customer Portal administrators who can easily manage and support their own users. We will train them in our simple processes for adding and removing users, resetting passwords, and providing general assistance for their team.

For your convenience, here is the user guide list of requirements for Customer Portal user accounts:

- Usernames must be a minimum of 6 characters.
- All user accounts must have an active email address. Some choose to use an email address as a username.
- Passwords must be at least 8 characters in length and contain numbers, letters (both upper and lower case), and special characters.
- Password resets are managed by local Hospital Acct Admin and Vitalant Hospital Services as needed.
- Passwords are required to be changed every 90 days.

Do we have to order online? We like the direct contact with the blood center staff.

We like the direct contact with you, too. Using the online service frees us up to provide more of that direct contact and personal service. There are some other important benefits to using the service. For example, you'll be able to see your order history and product in your inventory any time you want. No forms are required to fill out when you want to request a return or credit. (Please talk with your blood center representative if you have questions about returns or credits.) One important benefit to your organization is that using the online service streamlines our ability to manage the regional and national blood inventory.

Better management of the inventory will help us improve our service and blood availability for your patients.

We like the system we have. Will we lose some functionality/features with the new system? Why are you making this change?

We're always working to improve our service to you. We are bringing all our blood centers together to truly provide you with national resources at the touch of a button. To do that, we are making the transition to one computer system with one online ordering

service that is compatible with that system. There may be some differences between the system you are used to and the Customer Portal. We'll work to bring you new features as quickly as we can moving forward.

How are STAT and ASAP orders handled?

You will use the Customer Portal for these types of orders. Please note that procedures regarding after-hours and on-call ordering are unchanged. For example, if you needed a STAT order overnight and you would typically call your on-call contact, you will still follow that same process.

Can I order 24/7?

Yes. You will follow your local process for after hours and on-call ordering. The great thing about the online ordering system is that your team can order when it's most convenient and they can see what's been ordered so there's no duplication. However, the system is not necessarily monitored 24/7. You can always pick up the phone any time and our round-the-clock team will be ready to help.

Can I request reference lab services in the online system?

To request reference lab services, please complete a Reference Laboratory Request form (vitalanthealth.org/resources/general/forms) and fax or scan/email the request as directed. Results will not be available in the online service. You will receive your results report from your local contact. We are working to add online reference ordering in a future enhancement.

What notifications display in the banner?

The Customer Portal is equipped with a notification banner that displays at the top of the page and provides timely notifications regarding inventory updates and planned downtime.

If I am part of a system, can I see my sister hospital's inventory?

You will be able to see each other's order history, so you will know what has been ordered and received, but our online ordering system cannot show you what

has been transfused, unless you mark the transfused components as used in stock details. You can also contact your sister hospital for unit availability and can then transfer units using the online system. We can work with you to help you move blood within your hospital system.

How do we transfer modified components in the customer portal?

If you modify a product after you receive it from us, you can use the Customer Portal to transfer that modified product to a hospital within your system. The Customer Portal will automatically credit the sending hospital and bill the receiving hospital only for the original, unmodified, product.

That's because the Customer Portal is configured to recognize the DINs and component codes of specific products that have been received by your team into your inventory. If you modify a blood component in a way that changes the product code (i.e., irradiation), the Customer Portal will not be able to recognize this product.

To transfer any component to another hospital in your system, simply enter the original DIN and component code so the Customer Portal can "see" the component and perform the automatic credit and bill procedure. If you are transferring a modified component, use the Comments section to add a note to provide more detail to the receiving hospital, such as "Irradiated, new product code is EXXYY."

What if we have technical trouble? Do you have a help desk?

Most technical issues for systems like this have to do with setting up users and resetting passwords. The Hospital Account Admin you appoint at your location will be well-trained and well-supported for those activities. If things get more complicated, our center has an experienced Subject Matter Expert (SME) who works with all the hospitals in the area. That person will be able to solve most issues. If necessary, our blood center's SME can elevate complex issues to our national service desk, with its

system administrator and IT experts. We will get you the help you need.

What happens if your system goes down?

In the unlikely event of interruption to the online ordering system, we will know about it and be ready to receive your order by phone or fax, process it and get it on its way to you. We've taken extraordinary steps to assure system uptime, redundancy and uninterrupted service.

Here's the technical explanation: *Our system is on a Tier 5 facility on the West Coast and has redundancy at a Tier 5 backup location in the Midwest. The network and server equipment are state of the art with N+2 redundancy. We implement HIPAA security standards for administrative, physical, and technical specifications.*

How do I suggest improvements?

Customer feedback is one of the best ways to improve the customer experience. Healthcare Partner Connect is Vitalant's way of keeping in sync with our customers' needs and service-related issues by creating a simple path to report compliments, concerns, and complaints to Vitalant. Please share your feedback using the available form at vitalanthealth.org/healthcare-partner-connect.