

Important Information for Blood Drive Coordinators

On June 24, 2018, Bonfils Blood Center is switching over to a new computer system. This will replace and update our current system that tracks each unit of blood from point of donation to final delivery to the hospitals and patients we serve. We're also transitioning to a new coordinator and donor portal.

The information below is meant to help answer any questions you or your donors may have. We have been preparing for this computer transition for several years now and our staff members have been participating in intensive training to learn the new system.

What can I expect at my next drive?

As our staff members get used to the new computer system, it may take them a little bit longer to guide your donors through the donation process. We hope to minimize this as much as possible. In addition, we are moving to a nearly paperless system so you may see some additional equipment like signature pads, hand-held devices, and scanners.

Why are you taking individual pictures of my donors?

We're incorporating photos into our secure and confidential registration system. So, we will ask your donors if we may take their picture. Then, we'll store it in our secure system and use it only to positively identify each donor when they donate. Please continue to encourage donors to bring their donor ID card with them (if they have one) each time they donate to help us make the registration process as efficient as possible.

Why are donors being assigned new ID numbers?

Because we are transitioning to a new computer system, donors will be assigned new ID numbers. Until they receive a replacement donor ID card with the new number on it, they may continue to bring in their old card as their ID. Our staff will use it to look them up in our new system.

Why do donors need to create a new online donor account?

Part of this computer change-over includes a new donor portal. This is where donors can schedule and manage their appointments and track their donation history. Because it is a new system, donors will need to create a new online account with a user name, password and security questions/answers.

Please note: Donors must have a unique email address to create their account. This email address cannot be shared with anyone else.

Is the health history questionnaire going to be different?

We're streamlining the overall donation process by offering the health history questionnaire online instead of having our staff ask all the questions. It's called Fast Track. Donors may complete their Fast Track Health History in the comfort of their own home or workplace, using their own computers or mobile devices. This must be completed on the same day they donate. Once they're done, a bar-coded Fast Track Ticket will generate. Donors need to bring a printed or digital Fast Track Ticket with them when they donate. Our staff will scan the ticket's bar code to pull up their responses and ask a few follow-up questions.

Please note: before they start Fast Track, donors need to enter their last name, then first name exactly as it appears on their donor ID card (if they don't have a donor ID card, they should use their legal name). The name printed on the Fast Track Ticket must exactly match what we have on record in order for us to accept the ticket.

The health history questionnaire will look a little different and the questions will be worded differently. However, like now, **donors must complete the questionnaire the same day as their blood donation.** We cannot accept their Fast Track Ticket if they complete the questionnaire several days before, or even the day before, they give blood. It's important to make sure donors are feeling well and healthy and that their responses are accurate on the actual day they give blood. We appreciate your help with encouraging your donors to complete the health history the same day they donate, as it helps streamline the overall donation process.

How do donors access the Fast Track Health History questionnaire?

When you or your donors make a donation appointment at bonfils.org, we'll send each donor a reminder email with a link to the online questionnaire. Donors must have an email address in their donor profile to receive this reminder email. If they don't have their email address in their profile, or if they need help creating a new account, they can call us toll-free at 800-365-0006, option 2 and one of our staff will be happy to help them.

Another way to access Fast Track is directly from our website. On the day of donation, donors may go to bonfils.org to get started. Please remind your donors to print the Fast Track Ticket from their completed online questionnaire and bring it with them when they donate or, if they used a mobile device, bring the device with the ticket displayed on it. (See below)

Can donors access the Fast Track Health History questionnaire from their smartphone or tablet?

Yes. We can accept a Fast Track Ticket from most mobile devices (smartphones or tablets) as long as our staff can scan the bar code from the ticket. Donors may complete the health history questionnaire on their mobile device by going to bonfils.org. Then, they need to bring the device with them (with the Fast Track Ticket displayed on it) when they donate. Or, they can use their computer to complete the questionnaire and print out and bring the Fast Track Ticket with them. (Of course, donors may use one of our computers at the blood drive to complete the questionnaire.)

Why can't donors simply go straight to the donor chair once they present their Fast Track Ticket to your staff?

While completing the Fast Track Health History questionnaire online can help streamline the donation process, it cannot tell donors whether they are able to donate blood that day. When they arrive to donate, and present their Fast Track Ticket (either printed or from a mobile device), one of our staff will review their answers, check their blood pressure and other vital signs, and make sure they are able to give blood.

Why do you ask donors if they've donated blood at another blood or plasma center (not Bonfils) within the past 12 months?

Our computer system tracks the volume of blood collected from each donor, at each donation, to make sure no one donates more than they should in a 12-month period. So it's important that we capture all donors' donations within the past 12 months, including donations made at a different blood or plasma center.