



To: Transfusion Services Managers
From: Hospital Relations Department
Date: September 28, 2022
Re: Updates to iWeBB

Background

Carter BloodCare offers the ability to submit requests through iWeBB for blood products and Reference and Transfusion Immunohematology Reference Laboratory (IRL) Services. Historically, once requests were submitted through iWeBB, additional follow up and updates could only be made by phone. Beginning **October 25, 2022**, updates will be launched to iWeBB, which will allow for status changes to be tracked through iWeBB for requests made to the IRL. Preliminary and final reports will also be made available through iWeBB and can be retrieved in place of these reports being faxed to your facility.

Impact to Clients

- The layout of iWeBB will look slightly different (see screen shots.)
- Lab Services Orders will have defined steps that will allow for progress to be tracked with steps such as “Ordered,” “Request in Progress,” “Request Verified,” “Request Completed,” “Specimen Rejection”, and “Request Canceled” (see screen shots.)
- Preliminary and Final Reports will be available for direct access in iWeBB.
- The IRL will continue to call once the requested order is completed and will ask if your facility needs a copy of the preliminary report faxed to your facility, or if you have access to iWeBB. The final report will only be faxed upon request.

Client Action

- Please ensure your staff has access to iWeBB.
- Requests for users to be added to iWeBB can be submitted to the Hospital Relations Department.

Questions and Additional Information:

Please contact hospitalrelations@carterbloodcare.org with any questions or concerns.

When logging into iWeBB, the landing page will look slightly different, with the ability to toggle at the top between “Blood Product Orders” and “Lab Services Orders.” Below shows an order that has been placed in “Lab Services Orders” through iWeBB. The sample has not yet been received, or the order has not yet been approved.

The screenshot shows the iWeBB Online Orders and Customer Resources interface. The main content area is titled "Lab Service Orders" and displays a table with the following data:

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0007	PATIENT, TEST	123456	Ordered	Michael Howell	09-21-2022 13:01	Select ▾

The interface also includes navigation tabs for "Blood Product Orders" and "Lab Service Orders", and buttons for "Order Blood Product" and "Order Lab Service".

When the sample has been received, or the request has been verified, the request will indicate “Request in Progress.”

The screenshot shows the iWeBB Online Orders and Customer Resources interface. The main content area is titled "Lab Service Orders" and displays a table with the following data:

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0008	ANOTHER, PATIENT	789456	Ordered	Michael Howell	09-21-2022 13:28	Select ▾
RQ2209211203405	PATIENT, TEST	123456	Request in Progress	Michael Howell	09-21-2022 13:01	Select ▾

The interface also includes navigation tabs for "Blood Product Orders" and "Lab Service Orders", and buttons for "Order Blood Product" and "Order Lab Service".

When the request is approved, or testing of the sample has begun, the order will show “Request Verified.”

The screenshot shows the iWeBB Online Orders and Customer Resources interface. The 'Lab Service Orders' tab is active, displaying a table of orders from 08-22-2022 to 09-21-2022. The table includes columns for Order ID, Patient Name, Patient ID, Order Status, Order By, Order Date, and Action. Two orders are listed: one with status 'Ordered' and another with status 'Request Verified'.

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0008	ANOTHER, PATIENT	789456	Ordered	Michael Howell	09-21-2022 13:28	Select +
RQ2209211203405	PATIENT, TEST	123456	Request Verified	Michael Howell	09-21-2022 13:01	Select +

When all testing has been completed, the order will show “Request Completed” in green.

The screenshot shows the iWeBB Online Orders and Customer Resources interface. The 'Lab Service Orders' tab is active, displaying a table of orders from 08-22-2022 to 09-21-2022. The table includes columns for Order ID, Patient Name, Patient ID, Order Status, Order By, Order Date, and Action. Two orders are listed: one with status 'Ordered' and another with status 'Request Completed'.

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0008	ANOTHER, PATIENT	789456	Ordered	Michael Howell	09-21-2022 13:28	Select +
RQ2209211203405	PATIENT, TEST	123456	Request Completed	Michael Howell	09-21-2022 13:01	Select +

When the preliminary report is available, it will show up beside “Select” under the “Action” column.

The screenshot shows the iWeBB Online Orders and Customer Resources interface. The 'Lab Service Orders' tab is active, displaying a table of orders from 08-22-2022 to 09-21-2022. The table includes columns for Order ID, Patient Name, Patient ID, Order Status, Order By, Order Date, and Action. Two orders are listed: one with status 'Ordered' and another with status 'Request Completed'. A blue circle highlights the 'Select +' button for the 'Request Completed' order, and a tooltip is visible below it with the text 'View Order Preliminary Test Report'.

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0008	ANOTHER, PATIENT	789456	Ordered	Michael Howell	09-21-2022 13:28	Select +
RQ2209211203405	PATIENT, TEST	123456	Request Completed	Michael Howell	09-21-2022 13:01	Select +

Once the medical director has signed off on the final report, it will also show up beside “Select” under the “Action” column.

iWeBB Online Orders and Customer Resources

HILL REGIONAL HOSPITAL, 181 CIRCUS DRIVE, HILLSBORO, TX, 76044 (Customer ID: H07614600) Order By: Howell Michael

Blood Product Orders Lab Service Orders

Order Blood Product **Lab Service Orders** **Order Lab Service**

From 08-22-2022 To 09-21-2022

Export to Excel Refresh Search...

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
SP-09212-0008	ANOTHER, PATIENT	789456	Ordered	Michael, Howell	09-21-2022 13:28	Select
RQ2209211203405	PATIENT, TEST	123456	Request Completed	Michael, Howell	09-21-2022 13:01	Select 

View Order
 Preliminary Test Report
 Final Test Report

When an order is cancelled, or a specimen has been rejected, the appropriate status will be indicated. Please see “Request Cancelled” in orange and “Specimen Rejection” in red.

iWeBB Online Orders and Customer Resources

HILL REGIONAL HOSPITAL, 181 CIRCUS DRIVE, HILLSBORO, TX, 76044 (Customer ID: H07614600) Order By: Howell Michael

Blood Product Orders Lab Service Orders

Order Blood Product **Lab Service Orders** **Order Lab Service**

From 08-27-2022 To 09-26-2022

Export to Excel Refresh Search...

Order ID	Patient Name	Patient ID	Order Status	Order By	Order Date	Action
RQ2209211228217	ANOTHER, PATIENT	789456	Request Canceled	Michael, Howell	09-21-2022 13:28	Select
RQ2209211203405	PATIENT, TEST	123456	Specimen Rejection	Michael, Howell	09-21-2022 13:01	Select 