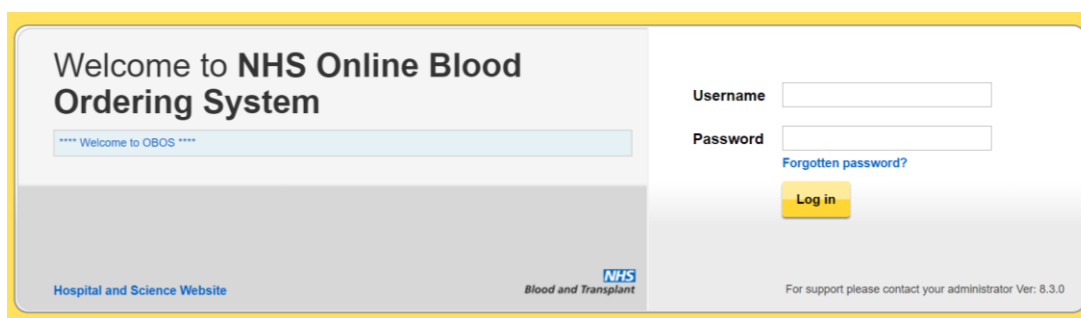


Online Blood Ordering System (OBOS)



The screenshot shows the login interface for the NHS Online Blood Ordering System (OBOS). On the left, a grey box contains the text "Welcome to NHS Online Blood Ordering System" and a blue link "**** Welcome to OBOS ****". Below this is a grey bar with the text "Hospital and Science Website". On the right, there are two input fields for "Username" and "Password". Below the password field is a blue link "Forgotten password?". A yellow "Log in" button is positioned below the password field. At the bottom right, there is a small text "For support please contact your administrator Ver: 8.3.0". The NHS logo and "Blood and Transplant" text are visible at the bottom center.

**This User Guide is applicable to OBOS versions
numbered 8.x.x**

Table of Contents.

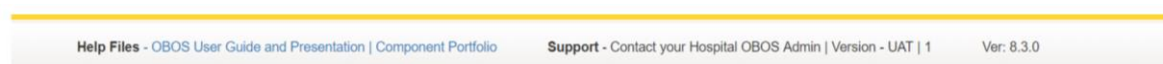
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Introduction [\[back to top\]](#)

The on-line blood ordering system (OBOS) has been developed by NHSBT, hospitals and external suppliers to enable hospitals to order blood components online. Orders placed in this way will go directly into the NHSBT computer system, Pulse and hospitals will be able to view the progress of their orders within NHSBT.

The OBOS “footer” includes a link to the corresponding OBOS User Guide and Presentation along with the NHSBT component portfolio.

The “footer” indicates which version of OBOS has been accessed, which system e.g., Live or Training and the date and time of your last log in (UAT is the NHSBT user acceptance testing site).



If you have any queries regarding the use of OBOS in your hospital, please contact your hospital administrator or transfusion laboratory manager.

Any comments or feedback on the system or this user guide are welcomed as they allow us to continually develop to meet user needs and can be sent to OBOS@nhsbt.nhs.uk

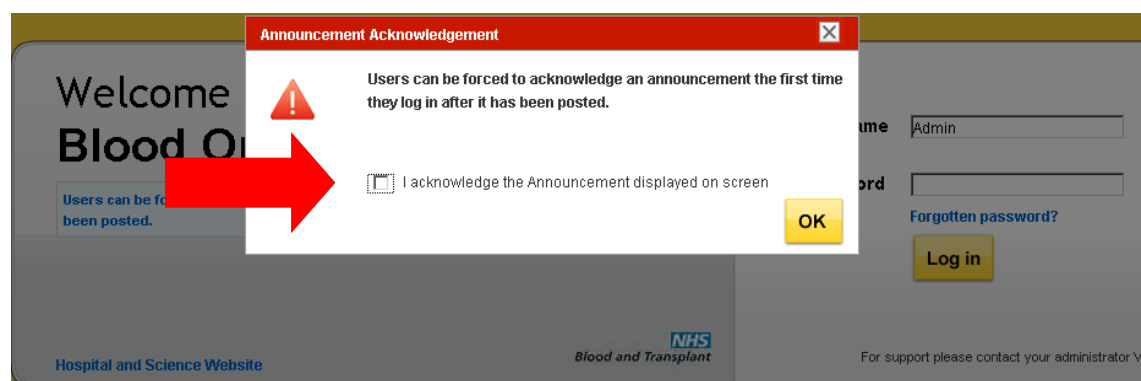
Please Note: be aware of the normal functionality of the computer mouse scroll wheel. The functionality varies slightly depending on which internet browser version you are using. It is important that you do not inadvertently change a selection for any of the drop-down menus using the mouse scroll wheel – **check all selections before selecting “Send order”**.

OBOS is designed to work on desktop PC's as well as mobile devices. Due to this responsive design and the various screen sizes available on phones and tablets you will notice changes to the layout. All functions are still available and perform in the same way to previous versions.

Logging onto OBOS [\[back to top\]](#)

Once you have connected to the web service the log in screen shown below will appear. On the left, there is an area where any announcements from NHSBT will be shown and on the right are the boxes to type in your username and password.

NHSBT can set up announcements so that the first time a user logs in after an announcement has been posted they must acknowledge it.



Underneath the announcements area, there is a direct link to the Hospital and Science website where you can access additional OBOS training materials.

When your account is set up your username and password will be sent to you via e-mail.

If you forget your password, please see the [Forgotten Password section](#)

When you log onto OBOS for the first time the screen shown below will appear and you will be asked to change your password and set up a security question. Both passwords and security question answers are case sensitive. Rules apply to passwords, and these are listed on the screen.

Update my password

Username Admin

Old password *

New password *

Confirm New password *

Your password should be:

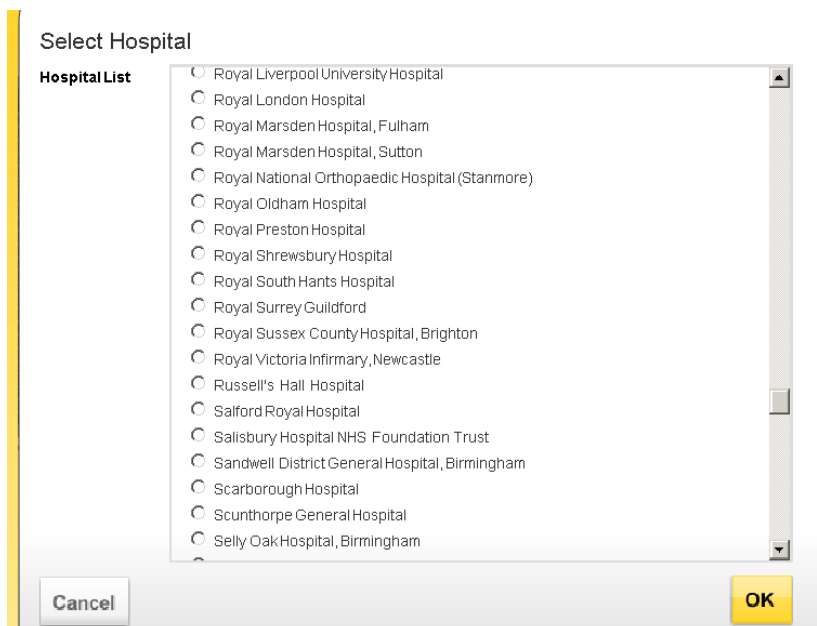
- 7-14 characters long
- at least one special character
- at least one capital letter
- at least one number

Your security question and answer is required to reset your password if you forget.

Your security question *
Eg: Your Mother's Maiden name?

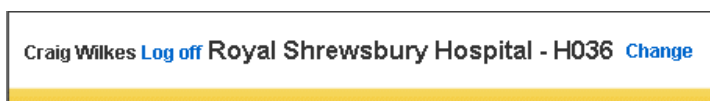
Your answer *

If your account is set up for multiple hospitals, you may need to select the hospital you wish to order for and click on OK as shown below.



Alternatively, one hospital may have been set up as your default location in which case you will be taken straight to the home page for that hospital.

The top line of the OBOS screens contains information on your name and the hospital you are currently viewing/placing orders for, log off facility and the ability to switch to any other hospital site you have access to.



Quick system overview [\[back to top\]](#)

There are different types of accounts available, the different access levels for each account type will dictate which functions are available and which tabs will appear.



Hospital Administrator - Create/Activate/Deactivate/Unlock accounts, reset passwords and Create/Amend/Delete/Search and Reconcile orders.

Hospital User - Create/Amend/Delete/Search and Reconcile orders.

Reconciliation user - Search and Reconcile orders only.

NHSBT administrator – Access all areas.

NHSBT user – Create/Activate/Deactivate/Unlock accounts, reset passwords and add announcements.

NHSBT announcement user – add announcements.

The homepage contains order summary screens for current, draft, standing and queued orders.

Announcements from NHSBT will appear here

Order Summary

Current Orders

Draft Orders (1)

Standing Orders

Queued Orders (0)

Last Updated at 5:54 PM [Refresh to update again](#)

Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status
-----------	--------------	--------------	------------	------------------------	----------	----------------

The “create order” tab has four options, Create an order, Create a standing order, Create a specialist stock order, Create a specialist stock standing order.

NHS Online Blood Ordering

Home

Create order

My profile

Administration

Search order

Announcements

WELCOME TO OBOS

Order Summary

Create an order

Create a standing order

Create a specialist stock order

Create a specialist stock standing order

[esh to update again](#)

All accounts can access the “my profile” to update your profile or password

NHS Online Blood Ordering

Home

Create order

My profile

Search order

Announcements

Announcements from NHSBT will appear here

Update my profile

Update my password

The “search order tab” allows you to search for orders.

Search Order

Pulse number (eg: P123456789)

(OR)

Request number

(OR)

Delivery Type --select--
Containing --select--
Status --select--

Order Date ☐ Date ordered on ☒ Required delivery date
Dates from * to *

SSO Patient Search (Only orders directly created by hospitals will be shown)

Forename
Surname

DOB
NHS Number

Standing order search (Only orders directly created by hospitals will be shown)

Standing Order Number *
Frequency All

Dates from to

You can “return to search results” after viewing an individual order.

Del:Stock Order For 11/01/2016, 09:25 OBOS Request: 83119

[<< Return to Search Results](#)

Red Cells <i>Red blood cells</i>	O Pos	Requested: 1	HEV,
		Allocated: none	Blood Char neg for: Fyb, Jka,
		Issued: none	Patient: none
		Notes: none	

Logging Off [\[back to top\]](#)

There is an automatic ‘time out’ after 20 minutes. Your session will be discontinued, and you will be returned to the login screen.

To log off at any time click on ‘Log Off ‘after your name in the top left of any OBOS screen.

Forgotten passwords/password expiry [\[back to top\]](#)

If you try to log in using the incorrect password you have four attempts, on the fifth incorrect attempt the account will be locked. The following prompts are displayed to indicate the remaining attempts. Once locked, your account can be unlocked by your hospital OBOS administrator account holder(s).

Log in failed. You have 4 attempts remaining.

Username

Password

[Forgotten password?](#)

Log in

Log in failed. You have 3 attempts remaining.

Username

Password

[Forgotten password?](#)

Log in

Log in failed. You have 2 attempts remaining. Please click on the Forgotten password link if you have forgotten your password.

Username

Password

[Forgotten password?](#)

Log in

Log in failed. Your account will be locked after the 5th incorrect attempt. Please try the Forgotten password link or contact the OBOS administrator for your hospital.

Username

Password

[Forgotten password?](#)

Log in

Your account has been locked. Please contact the OBOS administrator for your hospital to unlock your account.

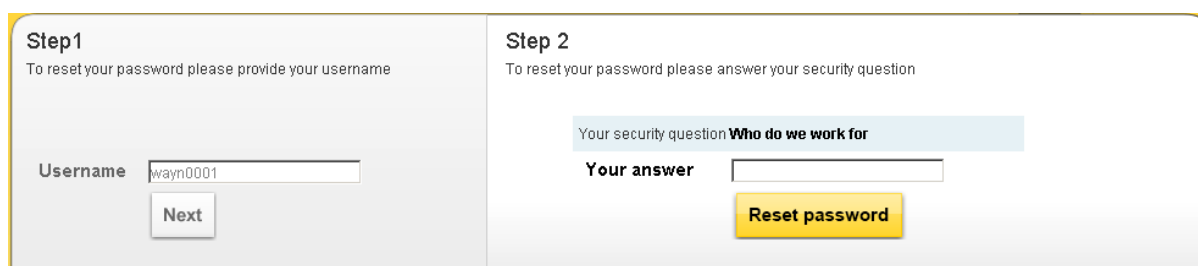
Username

Password

[Forgotten password?](#)

Log in

On the log in screen “forgotten password?” appears in blue on the right-hand side, if selected you will be asked to enter your username, your security question will appear and when answered you can re-set your password. A new password will be sent to the e-mail address associated with the account. If you cannot remember your security answer you will need to contact **your** hospital administrator to re-set your password.



Step 1
To reset your password please provide your username

Username

Step 2
To reset your password please answer your security question

Your security question **Who do we work for**

Your answer

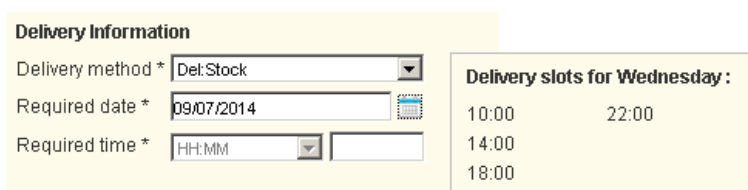
Placing an order using OBOS [\[back to top\]](#)

Delivery type/day/time

From the home screen select the create order option and select the delivery method required (the default is >blank<). Select the delivery date required by clicking on the calendar icon and highlighting the date required or type the date into the required date box in the format dd/mm/yyyy.

Del Stock for a routine delivery.

A ‘delivery slot matrix’ will be presented with the delivery times for that day.



Delivery Information

Delivery method *

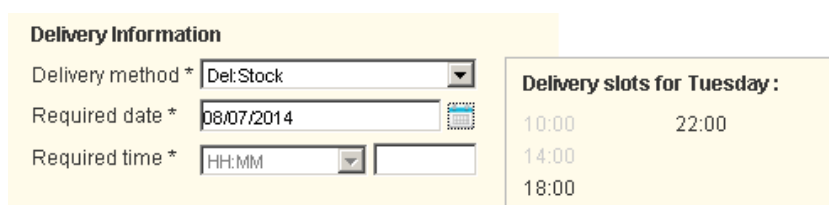
Required date *

Required time *

Delivery slots for Wednesday :

10:00	22:00
14:00	
18:00	

If you choose a delivery for the same day, you are placing the order you may find that a delivery slot is ‘greyed out’, even though that time has not passed, this is due to the cut off time for that slot has passed.



Delivery Information

Delivery method *

Required date *

Required time *

Delivery slots for Tuesday :

10:00	22:00
14:00	
18:00	

Ad hoc for an additional non-scheduled delivery.

Select the delivery date required by clicking on the calendar icon and highlighting the date required or type the date into the required date box in the format dd/mm/yyyy.

The time will be auto populated based on the Current time + pick and pack time + delivery time. This is the **earliest** NHSBT could deliver that order.

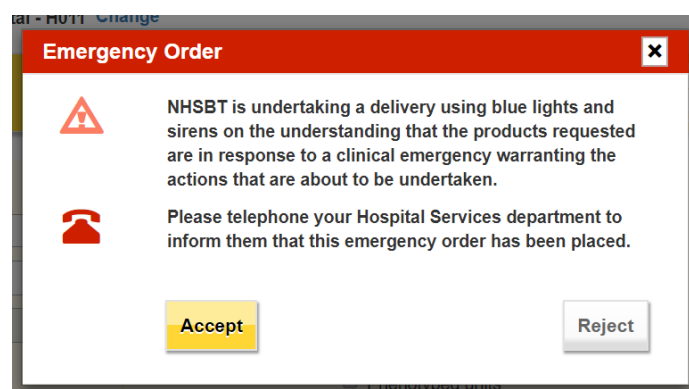
Collect and Emergency Collect

Select the delivery date required by clicking on the calendar icon and highlighting the date required or type the date into the required date box in the format dd/mm/yyyy. The time will be auto populated based on the Current time + pick and pack time.

Emergency

Select the delivery date required by clicking on the calendar icon and highlighting the date required or type the date into the required date box in the format dd/mm/yyyy. The time will be auto populated based on the Current time + pick and pack time + emergency delivery time

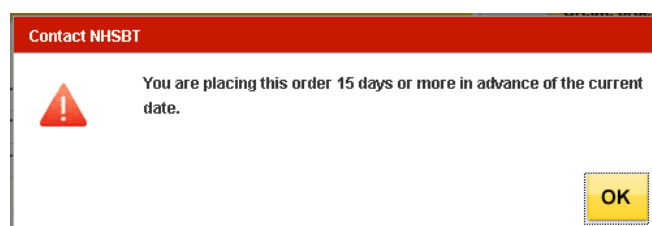
If you request an emergency delivery, users must accept the conditions shown below to proceed and **must** telephone their Hospital Services department to inform them that the order has been placed.



Additional information will be requested as shown on the screen below. Enter the name of the requesting clinician, click on one of the justifications for a blue light delivery (the system will only allow you to select one). If selecting other, type the reason into the free text box.

NHS Online Blood Ordering		
<div>Home Create order My profile Search order</div>		
Delivery Information Delivery method * <input type="text" value="Emergency"/> Required date * <input type="text" value="11/09/2012"/> Required time * <input type="text" value="11:30"/>	Emergency Order Details Managing Clinician* <input type="text"/> Patient name/ ID <input type="text"/> Justification * <div> <input type="checkbox"/> Other haemorrhage <input type="checkbox"/> GI bleed <input type="checkbox"/> Obstetric haemorrhage <input type="checkbox"/> Phenotyped units <input type="checkbox"/> Ruptured AAA </div> <div> <input checked="" type="checkbox"/> RTA/Trauma <input type="checkbox"/> Surgical bleeding (in theatre/post Op) <input type="checkbox"/> Severe coagulopathy <input type="checkbox"/> Thrombocytopenia <input type="checkbox"/> Any other reason </div>	

If selecting a date over 15 days in advance the following warning message will be shown:



In all cases, above, **the suggested time**, can be over typed by the user for a time more suited to their needs.

This will result in the order obtaining a new delivery type of 'OBOS Late', upon seeing this delivery type the Hospital Services user will be prompted to contact the requesting hospital to decide which delivery type is required to fulfil the order (Del: Stock, Ad Hoc, Emergency etc.)

Please use the time you require the delivery to arrive at your location, not the time it leaves NHSBT or the time you are placing the order.

NOTE: Please be aware that if you start to populate an order and it is not completed within 5 minutes causing you to miss the cut off time for that order it will automatically convert to an OBOS Late order. It is recommended that the product selection is completed first with the delivery type and time second.

Component Selection


Select the component type required by clicking on the red cell, platelet, frozen products or white blood cells tabs under 'add products'. The order notes tab on this line contains a free text box to add information that applies to the whole order. Enter the product required from the drop-down list as shown below.

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product* Red Cells Red Cells Red Cells Irradiated Exchange RBC Irradiated (Neonatal) IUT Red Cells Irradiated LVT in SAGM (Neonates and Infants) LVT in SAGM Irradiated (Neonates and Infants) Neonatal Red Cells Neonatal Red Cells Irradiated Washed Cells Ext. Life Washed Cells Irradiated Ext. Life	ABO* RhD*	Qty*	CMV- HT- HbS- IgA Aph HEV- Req. Remove	+Add line

Add to order

For red cells and platelets, the default product will be the standard component and will appear at the top, followed by the standard irradiated component. The rest of the list will be in alphabetical order.

Select the ABO and Rh requirements from the drop-down lists and enter a quantity in the Qty* box as shown below. Additional requirements for CMV, HT, HbS, IgA and Apheresis (Aph) can be added by checking the boxes available. Please be aware that some of these components will be in short supply and should only be requested when necessary. For some components where these requirements form part of the product specification these boxes may be greyed out and ticked. Where an option is not available the box will be greyed out. Any additional requirements such as phenotyped red cells and date required for platelets can be added using the supplementary screens provided by clicking on the req. button . These screens are described later in this section.



The error message below will be displayed if a user attempts to send or save an empty order.










This order contains no order lines, please add order lines by selecting 'Add to order' before saving or sending.

After selecting your required component and completing the necessary fields; ABO, Rh, quantity and additional requirements – the request line is complete and can be added to the order by clicking on the

Add to order 

The information for that request line is then shown in the order preview area  the right-hand side in the example below. If the information is incorrect then it can be amended by clicking on the blue 'Amend' in the order preview screen. The individual component will then be returned to the 'add products' section and can then be amended by selecting the correct information or removed by clicking on the remove button . Click once you have made your amendment.

NOTE: Items on the left-hand side will NOT be sent, all items must be included on the right-hand side.


Pls	Platelets	Frozen products	White blood cells	Order notes	Order Preview						
	ABO* [dropdown]	Rhd* [dropdown]	Qty* [input]	CMV- <input type="checkbox"/>	HT- <input type="checkbox"/>	Aph <input type="checkbox"/>	IgA <input type="checkbox"/>	HEV- <input type="checkbox"/>	Req. 	Remove 	
											
											
Add to order 											
Without saving					Blood order Amend Red blood cells Exchange RBC Irradiated (Neonatal) Patient Name/ID: R Bleeding A Pos, 2 CMV-, HT-, HbS-, IgA def, HEV- Blood Char neg for: Rh E, Rh c Transfusion date - 21/01/2016 15:00 Notes -						
					Platelets Amend Neonatal Platelets Irradiated Patient Name/ID: R Bleeding A Pos, 4 CMV-, HT-, IgA def, Aph, HEV- Transfusion date - 21/01/2016 15:00 Notes -						
Save draft					Send order						

Continue to add components as required. If additional lines are required, this can be added by clicking on the blue ['+Add line'](#) to the left of the yellow 'Add to order' button. Different component types can be added to the same order.

Select Comment	Order Preview
See order notes for standing order information	Preview in a separate page
Order for stock	Blood order
Patient requires this TODAY	Platelets Amend
Patient requires this TOMORROW	Platelets Patient Name/ID: O Pos, 3
Delivery today but in date for tomorrow	Transfusion date -
Emergency delivery- Please call if any delay	Notes - Emergency delivery- Please call if any delay
Send with previous order if possible	Order notes Amend
Collect order. Please call when ready.	Notes Emergency delivery- Please call if any delay
Adhoc order. Please send as soon as possible	
Will accept compatible substitution. Please call to discuss	
FREE TEXT BOX	
Select Comment	

The comment can be amended or if appropriate an additional comment can be added. If changes are required once added to the order, select amend and the details will move to the left-hand side of the screen. Select the changes required and the below options to 'Replace' the comment or 'Add Text' to add additional comment(s) will be displayed.

Confirmation Message




Text already exists in the line notes. Do you want to replace the existing text? Or add this comment to the existing text?

Replace

Add Text

Cancel

By clicking on the 'Req.' button  a new screen opens which also allows additional information to be added specific to each product type

Additional information on this screen:

1. Select Blood Characteristics
2. Maximum blood age
3. Patient information (Do not include clinical information. This information will be transmitted within the EDN (Electronic Dispatch Note) data.)
4. Notes (specific to the order line) [†]
5. Tick here if order is for a
 - Sickle Patient (selecting this box will automatically select the HbS- box)
 - Thalassaemic Patient

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product* Red Cells Irradiated ABO* O RhD* POS Qty* 5 CMV- <input type="checkbox"/> HT- <input type="checkbox"/> HbS- <input type="checkbox"/> IgA <input type="checkbox"/> Aph <input type="checkbox"/> Req. <input type="checkbox"/> Remove <input type="button" value="X"/>				
Phenotypes (Negative for these antigens) <input type="checkbox"/> RhC <input type="checkbox"/> Rh E <input type="checkbox"/> Rh c <input type="checkbox"/> Rh e <input type="checkbox"/> K 5 Tick here if order is for a Sickie Patient <input type="checkbox"/> 1 Tick here if order is for a Thalassaemic Patient <input type="checkbox"/>				
1 Select Blood Chars 3 4† Selected Blood Characteristics (Negative for these antigens) 2 Patient information Patient name / ID Mr Jones Maximum blood age Please specify maximum blood age only if necessary. <input type="text"/> days Notes Note for individual order lines are entered here				

Order Preview [Preview in a separate page](#)

Blood order

Red blood cells [Am](#)

Red Cells **Patient Name/ID:** Mr Srr A Pos, 10
Max blood age -
Notes -

Order notes [Am](#)

Notes Note for the entire order are entered here

Save draft **Send or**

Selecting the sickle cell patient option (red box 5) will automatically select the HbS- box and the user will be unable to untick this whilst the sickle cell patient remains selected. If unticked HbS- will remain ticked.

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product* Red Cells ABO* B RhD* NEG Qty* 4 CMV- <input type="checkbox"/> HT- <input type="checkbox"/> HbS- <input checked="" type="checkbox"/> IgA <input type="checkbox"/> Aph <input type="checkbox"/> HEV- <input checked="" type="checkbox"/> Req. <input type="checkbox"/> Remove <input type="button" value="X"/>				
Phenotypes (Negative for these antigens) <input type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> (c) <input type="checkbox"/> (e) <input type="checkbox"/> K Tick here if order is for a Sickie Patient <input checked="" type="checkbox"/> Tick here if order is for a Thalassaemic Patient <input type="checkbox"/>				

Clinically significant red cell phenotypes can be selected as negative for specific antigens from the “Phenotypes” row or by clicking on “Select Blood Chars”. This will open the phenotypes ‘pop-up’ box. You can search by either blood char code or blood char description

Type a characteristic or select from the list:

Ke

Characteristic	Description
KE002	(k)
KE003	Kpa

Type a characteristic or select from the list:

fy

Characteristic	Description
FY001	Fya
FY002	Fyb

Select the phenotype you require in the left-hand pane, then click the icon to move it across to the right-hand panel.

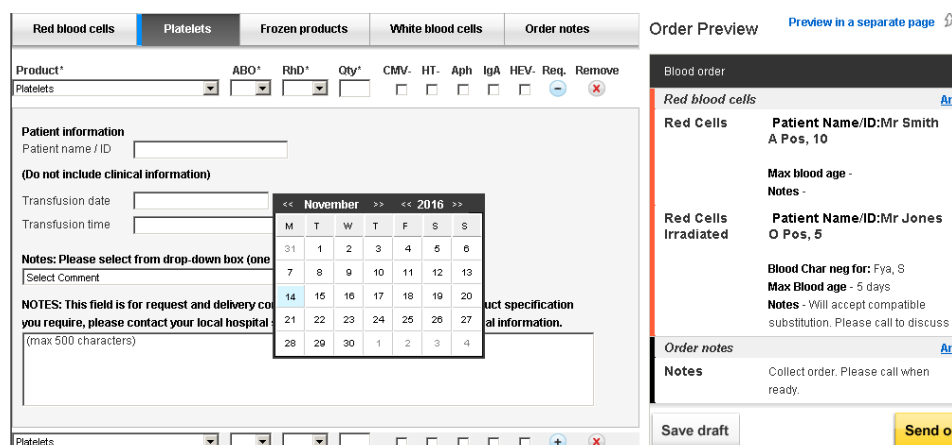
Patient information sections are free text.

Max blood age is the maximum age in days that are acceptable e.g., entering 6 indicates blood less than 7 days old is required. **This should only be requested when there is clinical need.** Do not enter a max age for components where max age is part of the component specification e.g., the shelf life for exchange units is always within 5 days of the bleed date.

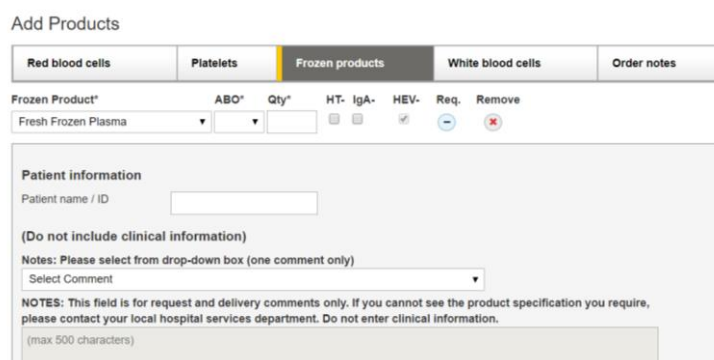
Once the 'add to order' button is clicked any additional information entered will also be displayed in the order preview.

The screen below shows two order lines, one for 10 A+ red cells and one for 5 O+ red cells irradiated with additional phenotype requirements (i.e., negative for Fya and S) and a maximum age of 5 days.

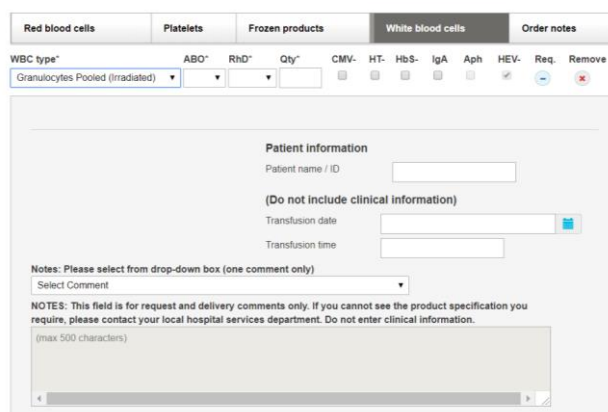
The requirements screens are different for each component type. For platelets there is the option to enter a patient name or ID. Please refer to Trust policy on providing patient identification data and note that the patient's name or ID entered will appear on the dispatch note and in the EDN (Electronic Dispatch Note) data file. A transfusion date and time can be entered. If you enter a date, you must enter a time and vice versa. Entering the transfusion date and time prevents the issue of platelets that go out of date before the time required.



No Rh type needs to be entered for frozen components as all requests will default to Rh pos when added to the order but Rh neg components may be supplied by NHSBT. Substitution will be automatic and will not be accompanied by a telephone call. All other substitutions will be accompanied by a telephone call. For frozen components the requirements option only offers the option to record a patient name and free text as shown below.





For granulocytes the additional requirements screen shown below appears and allows patient information, transfusion date and time and notes to be added.



At any point by clicking on '[preview in a separate page](#)', it is possible to view the order in a separate window as shown below. Return to the order screen by clicking on '[preview with order form](#)' in blue on the right-hand side of the screen.

Delivery Information		Order Information	
Delivery method	Del:Stock	Hospital name	Arrowe Park Hospital
Required date	11/09/2012	Submitted by	Craig Wilkes
Required time	22:00	Submitted on	10/09/2012
Request Information		Submitted at	15:10
OBOS request	50351	Hospital Services Dept.	NAT ACCEPT SITE 1
		Status	➡ Received from external system
		Pulse number	L00054406

Del:Stock Order For **11/09/2012, 22:00** PULSE ORDER: **L00054406**  [Print Order](#)  [Preview with order form](#)

Red Cells	O Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		1	none	
		Allocated: none		
		Issued: none		
Notes:				

Once an order is complete it can then be sent to NHSBT by clicking on the [Send order](#) button. An order confirmation will be received also shown below. This will display both the OBOS request number and the Pulse order number. The blue OBOS request and Pulse numbers are active links.

Required date	11/09/2012	Submitted by	Craig Wilkes
Required time	22:00	Submitted on	10/09/2012
Request Information		Submitted at	15:10
OBOS request	50351	Hospital Services Dept.	NAT ACCEPT SITE 1
		Status	➡ Received from external system
		Pulse number	L00054406

Order has been sent



Order information
PULSE number L00054406
Current order status Received from external system

[<<Homepage](#) [Amend order](#) [View order details](#)

From the confirmation screen, you can click on 'view order details' at the bottom right-hand side to check the details as shown below. This screen also has a print order option, which can be used to print out a copy of an OBOS order and fax to Hospital Services if the link between OBOS and Pulse is not working.

Required date	11/09/2012	Submitted by	Craig Wilkes
Required time	22:00	Submitted on	10/09/2012
Request Information		Submitted at	15:10
OBOS request	50351	Hospital Services Dept.	NAT ACCEPT SITE 1
		Status	➡ Received from external system
		Pulse number	L00054406

Del:Stock Order For 11/09/2012, 22:00 PULSE ORDER: L00054406

 [Print Order](#)  [Preview with order form](#)

Red Cells <i>Red blood cells</i>	O Pos	Requested: 1	Allocated: none	Blood Char neg for: none	Patient:
		Issued: none			
Notes:					

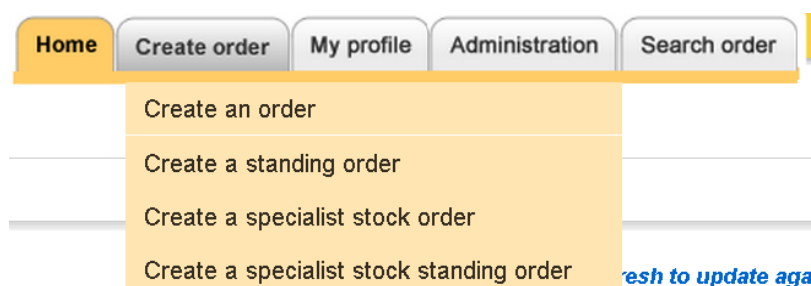
Placing an SSO (Specialist Stock Order) [\[back to top\]](#)

Specialist products

Only to be used for patients approved to receive HLA/HPA selected products

NOTE: Ordering HLA/HPA selected products via the SSO tab is only permitted for follow up requests for patients approved to receive these products. For first time orders please contact your NHSBT H&I laboratory.

From Create Order tab select the 'Create a specialist stock order' option

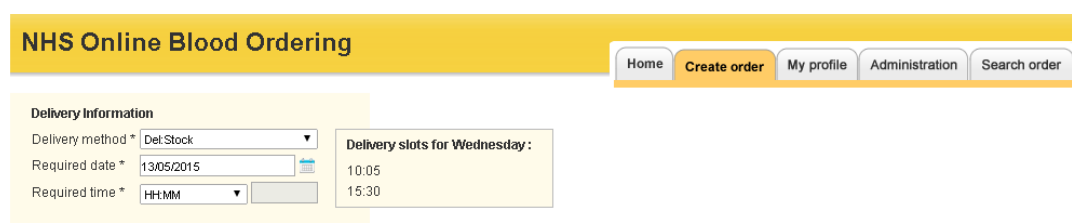


The screenshot shows the 'Create order' tab selected in the top navigation bar. A dropdown menu is open, listing the following options:

- Create an order
- Create a standing order
- Create a specialist stock order
- Create a specialist stock standing order

At the bottom right of the dropdown menu, there is a link: [Refresh to update again](#)

Complete the delivery method, required date and time as shown in [Placing an order using OBOS](#).



The screenshot shows the 'NHS Online Blood Ordering' form. The 'Delivery Information' section is highlighted. It includes the following fields:

- Delivery method *: **Del:Stock** (dropdown menu)
- Required date *: **13/05/2015** (calendar icon)
- Required time *: **HH:MM** (dropdown menu)

Below these fields, there is a section for 'Delivery slots for Wednesday:' with the following times listed:

- 10:05
- 15:30


If there is less than 24 hours' notification (Del:Stock or Collect) and 8 hours' notification (Adhoc) is given between the time order is placed and the required delivery time the user will be shown a warning message. The user will be required to alter the delivery time before the order can be submitted.



Please choose a delivery time that meets the required 24 hour notice period for this specialist product type.

Delivery Information

Delivery method *

Required date * 

Required time *

Select either Red cells or platelets

Add Products

Specialist products

Only to be used for patients approved to receive HLA/HPA selected products

Please select from the below

Order type* Product*

Red cells ☐

Platelets ☐

Submit

The 'Order type' drop down menus are restricted to the type of product available.

- HPA for red cells

Order type* Product*

Red cells ☒

Platelets ☐

- HLA, HPA or HLA/HPA for platelets

Order type* Product*

Red cells ☐

Platelets ☒

From the 'Product' menu select the product type requested, and press Submit

Order type* Product*

Red cells ☐

Platelets ☒

HLA SELECTED PLATELETS ONE ADULT DOSE
HLA SELECTED PLATELETS NEONATAL DOSE
HLA SELECTED PLATELETS ONE ADULT DOSE IN PAS

Submit

You will see the message below when you press the Submit button highlighting the need for advance notice of orders. Select OK to proceed

Important Announcement for HLA/HPA Orders



To ensure your order is processed promptly please contact:
Between 09:00 and 17:00 hours ring local HLA Platelet Service on 0208 957 2814 (South) or 0114 358 4806 (North).
Between 17:01 and 08:59 hours ring your local Hospital Services department.

OK

Mandatory fields are marked *

Product

ABO

RhD

Qty

Fore/Surname

DOB

NHS or Hospital
number



The NHS number is

Any mandatory fields missed will be highlighted and need completion before you can proceed

Note: Recipient Code, Patient ABO and Patient RhD fields are not mandatory, but are required details when requesting products for a neonate or foetus that do not have their own mandatory details. but the mother's details are used instead.

Controlled if copy number stated on document and issued by QA

When your order is complete 'Add to Order' will move the details over to the right-hand side allowing you to Send the order. When the order is sent the advisory messages will appear, click OK to continue

Important Announcement for HLA/HPA Orders	Important Announcement for HPA Orders
 <p>To ensure your order is processed promptly please contact:</p> <p>Between 09:00 and 17:00 hours ring local HLA Platelet Service on 0208 957 2814 (South) or 0114 358 4806 (North).</p> <p>Between 17:01 and 08:59 hours ring your local Hospital Services department.</p> <p>OK</p>	 <p>To ensure your order is processed promptly please contact:</p> <p>Between 09:00 and 17:00 hours ring Platelet Immunology on 01179125728.</p> <p>Between 17:01 and 08:59 hours ring your local Hospital Services department</p> <p>OK</p>

An order confirmation will be received as shown below. This will show both the OBOS request number and the Pulse order number. All blue text are active links allowing you to view and amend orders.

NHS Online Blood Ordering
Home
Create order
My profile
Administration
Search order

Delivery Information Delivery method Det:Stock Required date 20/05/2015 Required time 15:30 Request Information OBOS request 56299	Order Information Hospital name Birmingham Women's Hospital Submitted by Dave Wong Submitted on 12/05/2015 Submitted at 17:59 Hospital Services Dept NAT ACCEPT SITE 1 Status ➔ Received from external system Pulse number L00282779	Patient Information Forename Ina Surname Pickle D.O.B 01/12/2012 NHS Number 1111111111 Hospital Number Recipient Code Baby of patient
--	--	---

Order has been sent

Order information
 PULSE number **L00282779**
 Current order status **Received from external system**


[<<Homepage](#)
[Amend order](#)
[View order details](#)

Once an order has been sent it will appear in the current orders tab on the home page between 0 and 14 days before the delivery date dependent on the local configuration. An order will not appear on the home page in advance of 14 days. Progress of an order can be monitored via the home page, see section on monitoring order progress.

Specialist Stock Standing Orders [\[back to top\]](#)


Select the option to “Create a Specialist Stock Standing Order” then follow the process for creating a standing order on page 28. The additional patient information will be requested as in a normal specialist stock order described above.

Note: Due to the need to review all patients and treatment effectiveness the end date for specialist stock, standing orders **cannot** be more than one month from the start date.


 **The maximum end date that can be selected for SSO orders is one month from the start date**

Delivery Information	Standing Order Delivery Schedule
Delivery method * Del:Stock	Frequency * Every week
Start date * 10/05/2019	On * <input checked="" type="checkbox"/> Mon 11:30
End date * 24/07/2019 <small>The maximum end date that can be selected is one month from the start date</small>	<input type="checkbox"/> Tues
	<input type="checkbox"/> Wed

If there is less than 24 hours' notification (Del:Stock or Collect) and 8 hours' notification (Adhoc) is given between the time order is placed and the required delivery time the user will be shown a warning message. The user will be required to alter the delivery time before the order can be submitted.

 **Please choose a delivery time that meets the required 24 hour notice period for this specialist product type.**

Delivery Information
Delivery method * Del:Stock
Required date * 23/01/2020
Required time * HH:MM 16:00

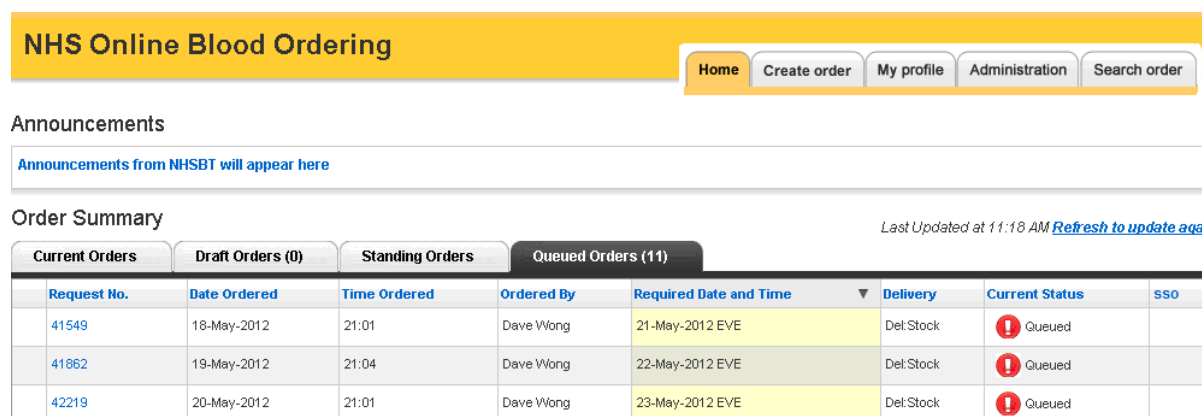
 **Please choose a delivery time that meets the required 8 hour notice period for this specialist product type.**

Delivery Information
Delivery method * Ad Hoc
Required date * 23/01/2020
Required time * HH:MM 13:39

Using OBOS when Pulse is unavailable. [\[back to top\]](#)

If an order cannot be sent to PULSE, then it will appear in the queued orders screen accessed via the home page as shown below. This tab has the number of queued orders at any time shown in brackets on the tab heading. On this tab the request number is the OBOS number

as no PULSE request number will be allocated whilst the link between Pulse and OBOS is down. Status will be shown as queued.



NHS Online Blood Ordering

Home Create order My profile Administration Search order

Announcements

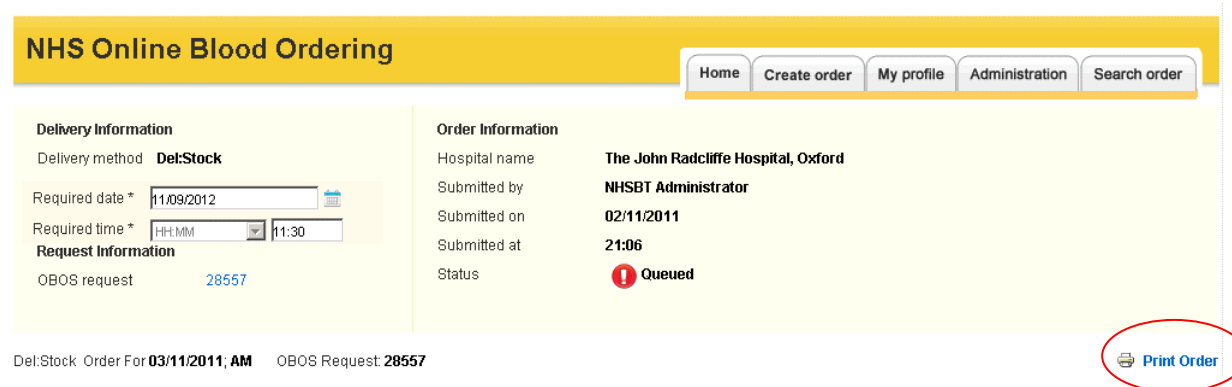
[Announcements from NHSBT will appear here](#)

Order Summary Last Updated at 11:18 AM [Refresh to update again](#)

Current Orders	Draft Orders (0)	Standing Orders	Queued Orders (11)				
Request No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
41549	18-May-2012	21:01	Dave Wong	21-May-2012 EVE	Del:Stock	! Queued	
41862	19-May-2012	21:04	Dave Wong	22-May-2012 EVE	Del:Stock	! Queued	
42219	20-May-2012	21:01	Dave Wong	23-May-2012 EVE	Del:Stock	! Queued	

OBOS will continue to try to send queued orders to Pulse every few minutes until successful. If a queued request needs to be placed urgently then by clicking on the OBOS request number, the OBOS request screen can be accessed as shown below.

The 'print order' option can be found on the right-hand side of this screen and the printed order can be faxed to Hospital Services to be processed urgently. Faxed orders must be accompanied by a telephone call to ensure hospital services staff has received them. Due to essential regular maintenance OBOS will be unavailable on a Sunday between 03.00 and 03.20.



NHS Online Blood Ordering

Home Create order My profile Administration Search order

Delivery Information

Delivery method **Del:Stock**

Required date *

Required time *

Request Information

OBOS request [28557](#)

Order Information

Hospital name **The John Radcliffe Hospital, Oxford**


Submitted by **NHSBT Administrator**

Submitted on **02/11/2011**

Submitted at **21:06**

Status **! Queued**

Del:Stock Order For **03/11/2011, AM** OBOS Request: **28557**

 **Print Order**

Should OBOS be unavailable please use the appropriate request forms for Standard/Non-standard and Emergency component requests and fax to your local Hospital Service department. Emergency orders should be followed up by a phone call to ensure receipt.

For Specialist Stock Orders please use the following:
 FRM559 Request for HLA Selected Products -Second and subsequent Orders
 FRM609 Request for HPA Selected Blood Products

All forms can be found on the [Hospitals & Science](#) website

Amending an order once it has been sent [\[back to top\]](#)

Orders can be amended in OBOS until NHSBT have started to allocate components to it. At this point the order becomes locked and the option to amend an order will not be available on the screen. If amendments are still required, or the order is for specialist components such as Washed Red Cells then please contact your local NHSBT Hospital Services Department.

If an order has a delivery type of 'OBOS Late' the delivery method, date, or time will not be able to be amended until it has been assigned one of the following delivery types by NHSBT Hospital Services:

- Ad Hoc
- Emergency
- Del: Stock
- Collect
- Emergency Collect

Delivery Information

Delivery method	OBOS Late
Required date	12/05/2015
Required time	15:30

Please Note: Any additions to an order are recorded against the PULSE request number and will not be changed in the original OBOS request.

The example below shows 10 O pos red cells are ordered generating OBOS request 45439 and Pulse order number W05912468.

CBST User [Log off](#) Royal Brompton Hospital - P603 [Change](#)


NHS Online Blood Ordering

[Home](#) [Create order](#) [My profile](#) [Administration](#) [Search order](#)

Delivery Information

Required date *

Required time *

Required time *

Add Products

Product*	ABO*	RhD*	Qty*	CMV-	HT-	HbS-	IgA	Aph	Req.	Remove
Red Cells				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Red Cells				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Red Cells				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[+Add line](#)


[Add to order](#)

[X Close without saving](#)

Order Preview

[Preview in a separate page](#)

Blood order	
Red blood cells	Amend
Red Cells	Patient Name/ID: O Pos, 10
	Max blood age -
	Notes -
Save draft Send order	

CBST User [Log off](#) Royal Brompton Hospital - P603 [Change](#)  Blood and Transplant

NHS Online Blood Ordering

[Home](#) [Create order](#) [My profile](#) [Administration](#) [Search order](#)

Delivery Information	Order Information
Delivery method Del:Stock	Hospital name Royal Brompton Hospital
Required date * <input type="text" value="11/09/2012"/>	Submitted by CBST User
Required time * <input type="text" value="11:30"/>	Submitted on 07/06/2012
Request Information	Submitted at 11:47
OBOS request 45439	Hospital Services Dept. NBS- Colindale
	Status ➔ Received from system
	Pulse number W05912468

Order has been sent

Order information

PULSE number **W05912468**

Current order status

[<<Homepage](#) [Amend order](#) [View order details](#)

Clicking on 'Amend order' moves an individual component type back into the Add Products screen so that you can make changes. An order can also be amended by clicking on the Pulse number on the Home Page and then the grey 'Amend order' button. A reason for the change must be selected from the drop-down list.

Delivery Information		Order Information	
Delivery method *	<input type="text" value="Del Stock"/>	Hospital Name	Royal Brompton Hospital
Required date *	<input type="text" value="11/09/2012"/>	Submitted By	CBST User
Required time *	<input type="text" value="11:MM"/> <input type="text" value="11:30"/>	Submitted on	07/06/2012
Request Information		Hospital Services Dept.	NBS- Colindale
OBOS Request	45439	Status	➡ Received from external system
		Pulse Number	W05912468

Add Products

Red blood cells	Platelets	Frozen products	White blood cells	Order notes
Product* <input type="text" value="Red Cells"/>	ABO* <input type="text" value="A"/>	RhD* <input type="text" value="POS"/>	Qty* <input type="text" value="5"/>	CMV- HT- HbS- IgA Aph Req. Remove <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="text" value="Red Cells"/>	<input type="text" value="A"/>	<input type="text" value="POS"/>	<input type="text" value="5"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="text" value="Red Cells"/>	<input type="text" value="A"/>	<input type="text" value="POS"/>	<input type="text" value="5"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="text" value="Red Cells"/>	<input type="text" value="A"/>	<input type="text" value="POS"/>	<input type="text" value="5"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="text" value="Red Cells"/>	<input type="text" value="A"/>	<input type="text" value="POS"/>	<input type="text" value="5"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Reason for Change *

Order Preview
[Preview in a separate page](#)

Blood order	
<i>Red blood cells</i>	Amend
Red Cells	Patient Name/ID: O Pos, 10
	Max blood age - Notes -

[Send order](#)

NHS Online Blood Ordering		Home	Create order	My profile	Administration	Search order
Delivery Information Delivery method Del:Stock Required date * <input type="text" value="11/09/2012"/> Required time * <input type="text" value="HH:MM"/> <input type="text" value="11:30"/>		Order Information Hospital name Royal Brompton Hospital Submitted by CBST User Submitted on 07/06/2012 Submitted at 11:47 Hospital Services Dept. NBS: Colindale Status Received from system Pulse number W05912468				
Request Information OBOS request 45439						

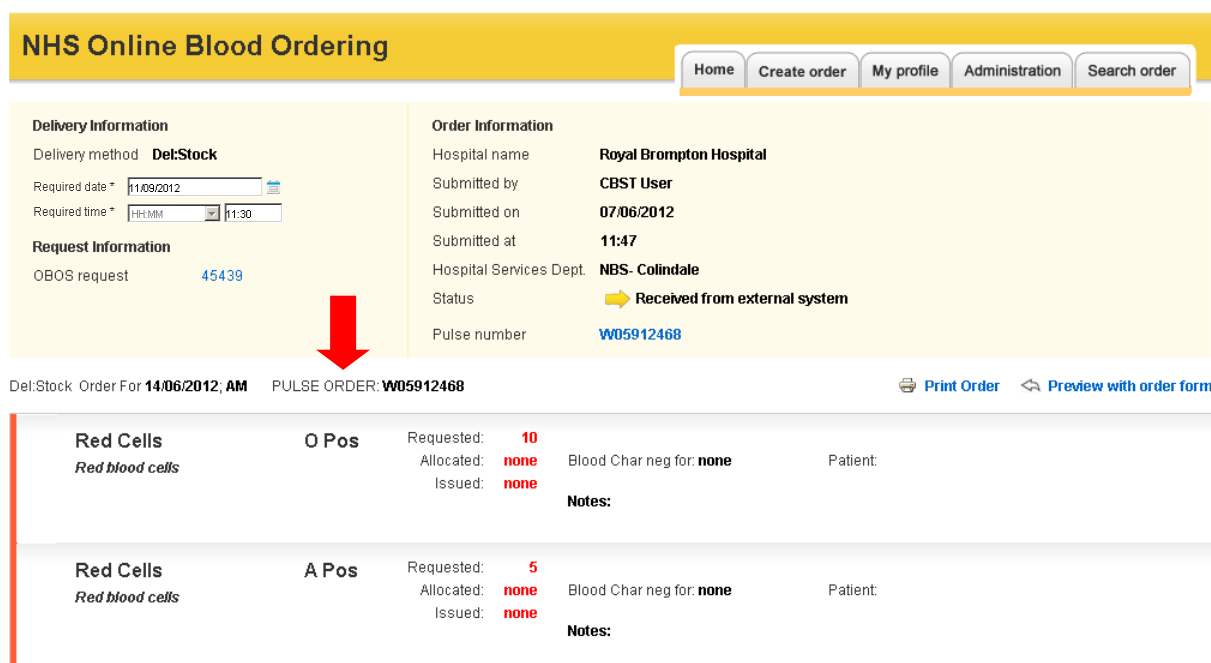
Order has been sent

Order information
PULSE number W05912468 Current order status

[<<Homepage](#)
[Amend order](#)
[View order details](#)

The Pulse order now contains the additional red cells; however, the OBOS request retains the original request information. See below.

The Pulse order reflects the changes



NHS Online Blood Ordering

Home Create order My profile Administration Search order

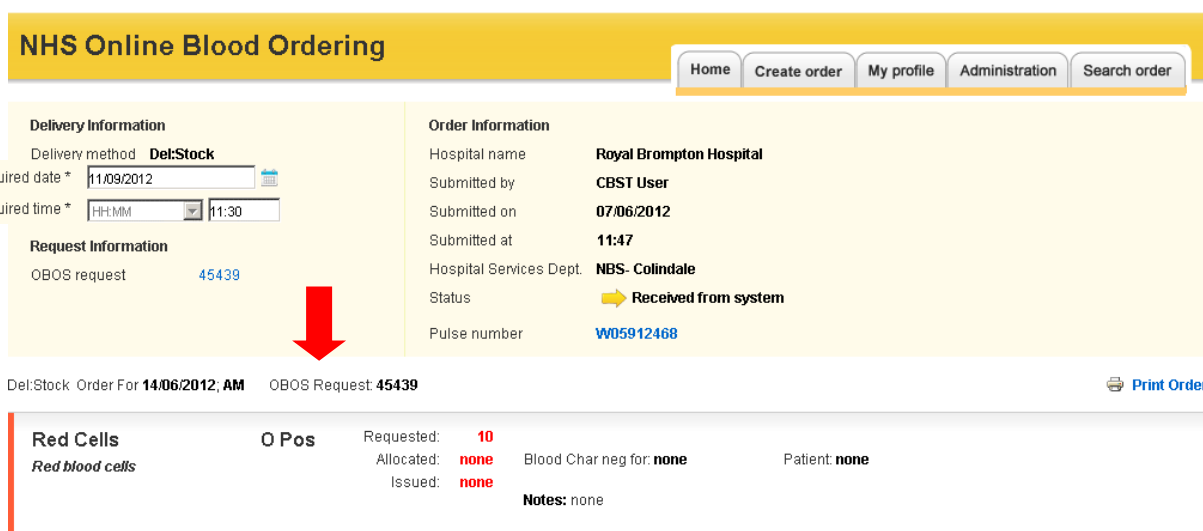
Delivery Information	Order Information
Delivery method Del:Stock	Hospital name Royal Brompton Hospital
Required date * <input type="text" value="11/09/2012"/>	Submitted by CBST User
Required time * <input type="text" value="11:30"/>	Submitted on 07/06/2012
Request Information	Submitted at 11:47
OBOS request 45439	Hospital Services Dept. NBS- Colindale
	Status Received from external system
	Pulse number W05912468

Del:Stock Order For **14/06/2012, AM** PULSE ORDER: **W05912468** [Print Order](#) [Preview with order form](#)

Red Cells	O Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		10	none	
		Allocated: none		
		Issued: none		
		Notes:		

Red Cells	A Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		5	none	
		Allocated: none		
		Issued: none		
		Notes:		

The OBOS request retains the original order details –



NHS Online Blood Ordering

Home Create order My profile Administration Search order

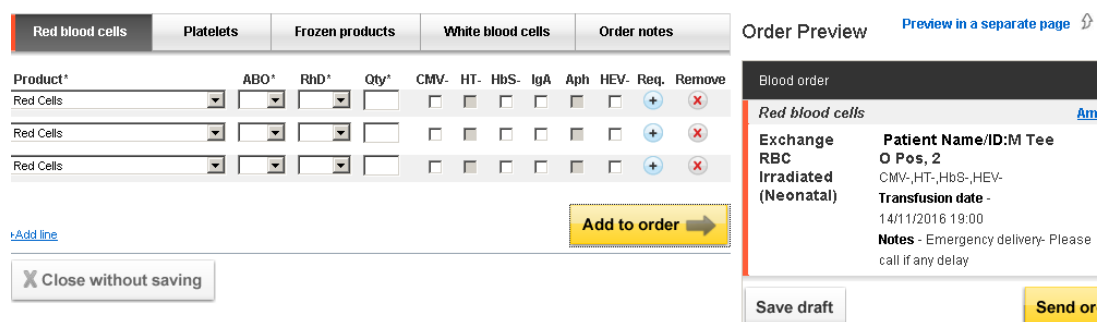
Delivery Information	Order Information
Delivery method Del:Stock	Hospital name Royal Brompton Hospital
Required date * <input type="text" value="11/09/2012"/>	Submitted by CBST User
Required time * <input type="text" value="11:30"/>	Submitted on 07/06/2012
Request Information	Submitted at 11:47
OBOS request 45439	Hospital Services Dept. NBS- Colindale
	Status Received from system
	Pulse number W05912468

Del:Stock Order For **14/06/2012, AM** OBOS Request: **45439** [Print Order](#)

Red Cells	O Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		10	none	none
		Allocated: none		
		Issued: none		
		Notes: none		

Saving a request as a draft [\[back to top\]](#)

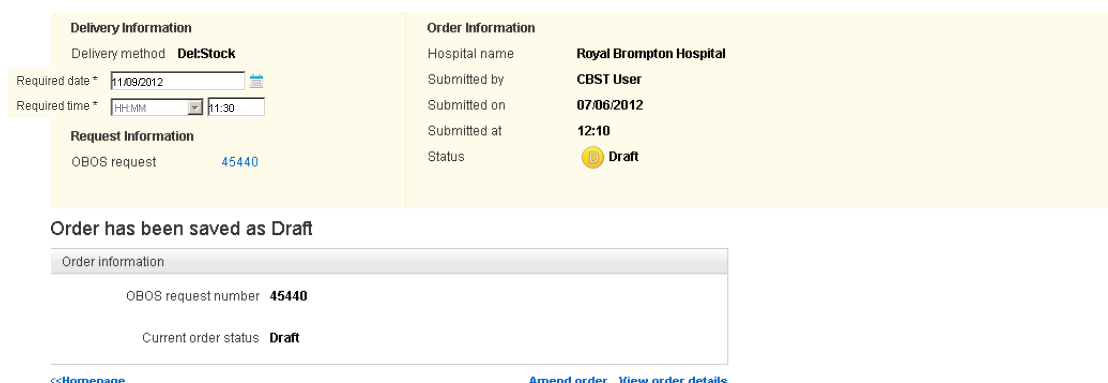
If a request is compiled in advance of when it is required, additional components may be added later or if you are interrupted in the middle of completing a request then a request may be saved as a draft by clicking on the 'save draft' button to the left of the send order button.



The screenshot shows the 'Add to order' button in the main form and the 'Order Preview' panel on the right. The 'Order Preview' panel displays the following information:

- Blood order** (with a link to 'Preview in a separate page')
- Red blood cells** (with a link to 'Amend')
- Exchange RBC Irradiated (Neonatal)**
- Patient Name/ID:** M Tee
- O Pos:** 2
- CMV-, HT-, HbS-, HEV-**
- Transfusion date:** 14/11/2016 19:00
- Notes:** Emergency delivery- Please call if any delay
- Buttons:** 'Save draft' and 'Send order'

A confirmation screen shown below will appear showing that the order has been saved as a draft.



The confirmation screen displays the following information:

- Delivery Information:**
 - Delivery method: Det Stock
 - Required date: 11/09/2012
 - Required time: 11:30
- Request Information:**
 - OBOS request: 45440
- Order Information:**
 - Hospital name: Royal Brompton Hospital
 - Submitted by: CBST User
 - Submitted on: 07/06/2012
 - Submitted at: 12:10
 - Status: Draft

Below the information, it states: **Order has been saved as Draft**

Order information:

- OBOS request number: 45440
- Current order status: Draft

Navigation links: <<Homepage, Amend order, View order details

An OBOS request number will be allocated but no Pulse number will be allocated as the order will not have been sent to NHSBT.

Draft orders can be accessed via the draft orders tab on the home screen as shown below. The counter next to draft orders indicates how many draft orders have been saved. To re-enter the order, click on the OBOS request number in blue on the left-hand side of the screen.

Order Summary

Last Updated at 12:10 PM [Refresh to update](#)

Current Orders

Draft Orders (1)

Standing Orders

Queued Orders (0)

Request No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status
45440	07-Jun-2012	12:10	CBST User	14-Jun-2012 AM	Del Stock	<div><div></div>Draft</div>

The request can then be amended, duplicated, cancelled, or sent as required.



The bottom navigation bar contains four buttons: 'Cancel order', 'Duplicate Request', 'Amend order', and 'Send order'.

Duplicating a request [\[back to top\]](#)

It is possible to create a duplicate of a request that has been placed previously. A duplicate request button exists on draft or completed OBOS request screens. Click on the 'duplicate request' button located at the bottom of the screen.

Delivery Information		Order Information	
Delivery method	Del:Stock	Hospital name	Royal Brompton Hospital
Required date *	11/09/2012	Submitted by	CBST User
Required time *	11:30	Submitted on	07/06/2012
Request Information		Submitted at	12:10
OBOS request	45440	Status	Draft

Del:Stock Order For 14/06/2012, AM OBOS Request: 45440 [Print Order](#) [Preview with order form](#)

Red Cells	O Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		10	none	none
		Allocated: none		
		Issued: none		
Notes: none				

Red Cells	A Pos	Requested:	Blood Char neg for:	Patient:
Red blood cells		4	Fya, K,	Smith
		Allocated: none		
		Issued: none		
Notes: New patient - may require more orders over the next few days				

[Cancel order](#)
[Duplicate Request](#)
[Amend order](#)
[Send order](#)

A new request screen will appear as shown below with an information box indicating that some fields, for example date and time required will need to be re-entered. All request lines will need to be edited for any changes to patient details, transfusion dates and notes and re-added to the new order using the 'add to order' button. A yellow surround to the product tab indicates that there are lines in that tab to review. Once all details have been updated and all lines required added the new request can be submitted by clicking on the 'send order' button. This new order will then be allocated a new OBOS request number and a new Pulse order number.

NHS Online Blood Ordering

Home Create order My profile Search order

Please amend the highlighted fields.
All patient details, transfusion dates and order notes have been removed.
Please enter these again if required.

Delivery Information

Delivery method * Del:Stock

Required date *

Required time * 11:30

Add Products

Product*	ABO*	RhD*	Qty*	CMV	HT	HbS	IgA	Aph	Req	Remove
Red Cells										
Red Cells										

Order Preview

Blood order

Save draft Send order

Cancelling a request or order [\[back to top\]](#)

Orders can be cancelled on OBOS up to the point at which NHSBT start to process the request and can be done by accessing the order, selecting 'Cancel order' and following the on-screen instructions.

When the order is being processed the order is locked and the cancel order button will not appear, to cancel please contact your local Hospital Services department.

HLA platelet orders are cancelled in the same way as above, should the order be locked please contact the H&I Platelet Desk on 020 895 72814 Mon-Fri 09:00 to 17:00 or your local Hospital Service department at any other times

Del:Stock Order For 12/09/2012, 11:30 Schedule reference: 544 Print Order Preview with order form

Red Cells <i>Red blood cells</i>	A Neg	Requested: 10 Allocated: none Issued: none	CMV-, HbS-, Blood Char neg for: none Notes: none	Patient: none
Red Cells <i>Red blood cells</i>	B Pos	Requested: 2 Allocated: none Issued: none	Blood Char neg for: none Notes: none	Patient: none
PLATELETS <i>Platelets</i>	AB Pos	Requested: 1 Allocated: none Issued: none	Blood Char neg for: none Notes: none	Patient: none Transfusion Date:

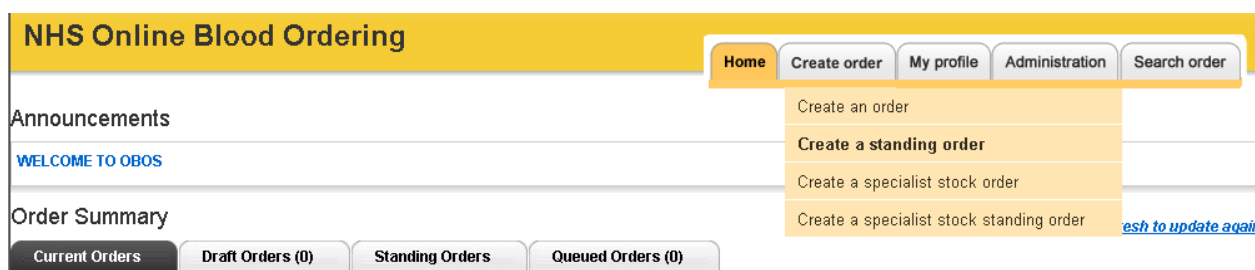
Cancel order
Amend order

When cancelling or amending an order the user will be asked to confirm the actions and select a reason for the change.

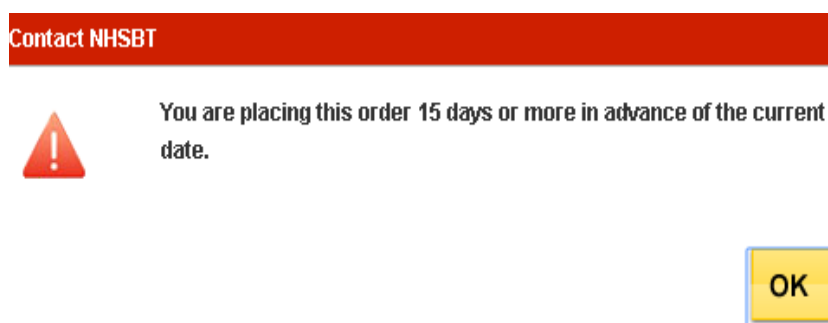
Red blood cells	Pl	ot
Product*	Hospital request delivery type or time change Cut-Off - Late Order Hospital requested update or change to order No longer required by hospital Technical Problem i.e. manufacturing delay VMI not required	
Reason for Change *		

Creating a Standing order [\[back to top\]](#)

From the home page create order tab select 'create a standing order' or 'create a specialist stock standing order'

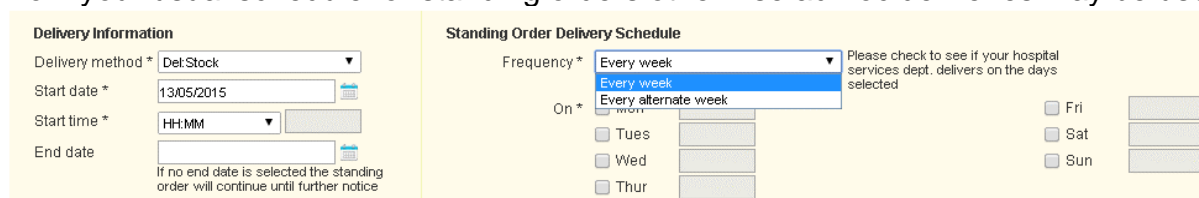


Select a delivery method and start date, the start time option will be unavailable.

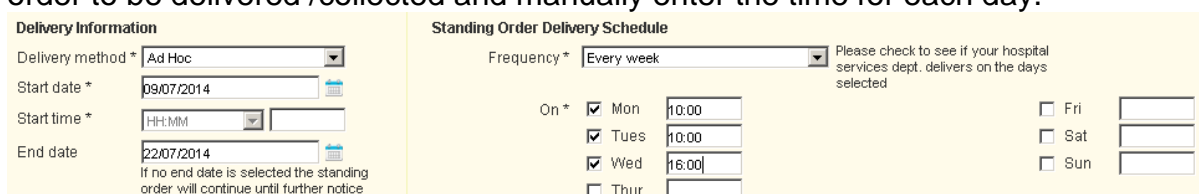


When selecting a date over 15 days in advance this warning message will be shown.

There is no option to select emergency delivery or emergency collect for a standing order. In the standing order delivery schedule shown below select either weekly or every alternate week from the frequency drop down list. Please check that routine deliveries are available from your usual schedule for standing orders otherwise ad hoc deliveries may be used



When choosing the **Ad Hoc** or **Collect** delivery types, select the days you wish the standing order to be delivered /collected and manually enter the time for each day.



When choosing the **Del: Stock** delivery type, select the days you wish the standing order to be delivered and select a time from the 'delivery slot matrix'

Delivery Information	Standing Order Delivery Schedule
Delivery method * <input type="text" value="Del:Stock"/> Start date * <input type="text" value="09/07/2014"/> Start time * <input type="text" value="HH:MM"/> End date <input type="text" value="15/07/2014"/> <small>If no end date is selected the standing order will continue until further notice</small>	Frequency * <input type="text" value="Every week"/> Please check to see if your hospital services dept. delivers on the days selected On * <input checked="" type="checkbox"/> Mon <input type="text" value="10:05"/> <input checked="" type="checkbox"/> Tues <input type="text" value="15:30"/> <input checked="" type="checkbox"/> Wed <input type="text" value="10:05"/> <input type="checkbox"/> Thur <input type="text" value=""/> <div> Delivery slots for Wednesday: <input type="text" value="10:05"/> <input type="text" value="15:30"/> </div> <div> <input type="checkbox"/> Fri <input type="text" value=""/> <input type="checkbox"/> Sat <input type="text" value=""/> <input type="checkbox"/> Sun <input type="text" value=""/> </div>

Select the days of the week that the standing order is required and select any exception dates that you wish to apply by highlighting them using the calendar icon and then use the ← arrow to move selected dates into the 'except on' box as shown below.

Delivery Information	Standing Order Delivery Schedule
Delivery method * <input type="text" value="Del:Stock"/> Start date * <input type="text" value="09/07/2014"/> Start time * <input type="text" value="HH:MM"/> End date <input type="text" value="28/07/2014"/> <small>If no end date is selected the standing order will continue until further notice</small>	Frequency * <input type="text" value="Every week"/> Please check to see if your hospital services dept. delivers on the days selected On * <input checked="" type="checkbox"/> Mon <input type="text" value="10:05"/> <input checked="" type="checkbox"/> Tues <input type="text" value="15:30"/> <input checked="" type="checkbox"/> Wed <input type="text" value="10:05"/> <input type="checkbox"/> Thur <input type="text" value=""/> <div> <input type="checkbox"/> Fri <input type="text" value=""/> <input type="checkbox"/> Sat <input type="text" value=""/> <input type="checkbox"/> Sun <input type="text" value=""/> </div> <div> Except on <input type="text" value="23/07/2014"/> ← <input type="text" value=""/> <input type="text" value=""/> → <input type="text" value=""/> </div> <div> Require on <input type="text" value="24/07/2014"/> ← <input type="text" value=""/> <input type="text" value=""/> → <input type="text" value=""/> </div> <div> Delivery slots for Thursday: <input type="text" value="10:05"/> <input type="text" value="15:30"/> </div>

When a date is moved to the 'Except on' box an alternative date for that specific data can be chosen, i.e., 'Except on' a Bank Holiday Monday could be 'Require on' the following Tuesday.

Dates moved into the 'except on' box in error can be removed using the → arrow.

It is possible to add an end date for standing orders. If no end date is selected the standing order will continue until cancelled by the user.

Component request lines, special requirements, patient names and order messages are added to a standing order in the same way as when creating a single order. However, there is no option to add a transfusion date and time to components within a standing order as they would only be valid for one instance of the standing order.

Up to three patient names can be displayed on each standing order schedule. If you include more than three patients per schedule the additional names will not be displayed.

Once the order is complete click 'send order' to register the standing order on OBOS. Note: there is currently no facility to save a standing order as a draft.

Once the order has been sent the order confirmation page shows that a standing order has been generated and allows the delivery days and exception dates to be viewed by clicking on the blue icons as shown below. An OBOS schedule reference is listed on the left-hand side of the screen.

Standing order has been generated

[<<Homepage](#)[Amend order](#) [View order details](#)

Start date	12/09/2012	Submitted by	Craig Wilkes
Start time	11:30	Submitted on	11/09/2012
End Date	12/12/2012	Submitted at	11:49
Request Information		Frequency	Weekly
		Days	 Days
Schedule reference	544	Except on	 Dates

Del:Stock Order For 12/09/2012: 11:30 Schedule reference: 544

 [Print Order](#) [Preview with order form](#)

Red Cells <i>Red blood cells</i>	A Neg	Requested: 10 Allocated: none Issued: none	CMV-, HbS-, Blood Char neg for: none Notes: none	Patient: none
--	--------------	---	---	----------------------

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(Template Version 03/02/2020)

Order Summary


Last Updated at 2:06 PM [Refresh to update again](#)

Current Orders

Draft Orders (1)


Standing Orders

Queued Orders (0)

Schedule ref	▲	Patient name/ID	Required time	Start date	Delivery type	SSO
3638	Amend schedule or ordered product	Paul Phoenix		13-Jul-2015	Del:Stock	
<div>Next deliveries</div> <div> <div>1. 14-Jul-2015</div> <div>4. 19-Jul-2015</div> <div>2. 15-Jul-2015</div> <div>3. 17-Jul-2015</div> </div>						
3637	Amend schedule or ordered product			13-Jul-2015	Del:Stock	
<div>Next deliveries</div> <div> <div>1. 15-Jul-2015</div> <div>2. 16-Jul-2015</div> <div>3. 17-Jul-2015</div> </div>						

Up to three patient names can be displayed on each standing order schedule. If you include more than three patients per schedule the additional names will not be displayed.

Please Note: Specialist Stock Standing Orders will only cover one patient and their name will not appear on the general standing order page.

To help identify instances of standing orders that have moved to the home page they will have a standing order icon  on the left-hand side. By hovering over this icon, the original OBOS standing order reference number can be viewed as shown below.

Order Summary

Last Updated at 8:33 PM [Refresh to update again](#)

Current Orders		Draft Orders (31)		Standing Orders		Queued Orders (0)		
	Pulse No.	Date Ordered ▲	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
	L00048895	02-Nov-2011	00:02	Dave Wong	05-Nov-2011, 12:15	Del:Stock	 Received from external system	
	Standing Reference Number 420 2011		00:02	Dave Wong	05-Nov-2011, 12:15	Del:Stock	 Received from external system	
	L00048889	02-Nov-2011	00:02	NHSBT Administrator	05-Nov-2011, 12:15	Del:Stock	 Received from external system	

When you view an individual instance of a standing order a live link to the OBOS request, schedule reference and pulse request can be seen. If the individual instance of the standing order is amended, then the standing order icon will disappear as the Pulse order is not then the same as the original OBOS standing order request.

Monitoring Standing Orders [\[back to top\]](#)

When a standing order is approaching its end date a bell icon will be displayed on the standing order tab on the home page. Hovering over the icon will show an advisory message. Users can view the details of the order by selecting the 'Amend schedule or ordered product' link

Order Summary					
Current Orders		Draft Orders (2)		Standing Orders	
Pulse No.	Date Ordered	Time Ordered	Ordered By	Requ	
L02158925	26-Apr-2019	10:49	Hospital Admin	26-Apr	

Order Summary					
Current Orders		Draft Orders (2)		Standing Orders	
Pulse No.	Date Ordered				
L02158925	26-Apr-2019				
L02158929	26-Apr-2019				
L02158920	26-Apr-2019	10:44	Hospital User	27-A	

In the standing orders tab the orders due to expire will be identified with the bell icon.

4097	Amend schedule or ordered product	26-Apr-2019	03-May-2019	Del Stock
Next deliveries				
4085	Amend schedule or ordered product	26-Apr-2019	28-Apr-2019	Del Stock
Next deliveries				
4090	Amend schedule or ordered product	26-Apr-2019	29-Apr-2019	Del Stock
Next deliveries				

The expiry details of each order can be seen by hovering over the icon.

4085	Amend schedule or ordered product	26-Apr-2019	28-Apr-2019	Del Stock
Next deliveries				
4090	Amend schedule or ordered product	26-Apr-2019	29-Apr-2019	Del Stock
Next deliveries				

It is recommended that standing orders that have no future delivery dates are removed as part of good housekeeping. If you are required to keep all standing orders the page can be filtered to only show active orders as shown below.

Order Summary					
Current Orders		Draft Orders (2)		Standing Orders	
Schedule ref	Patient name/ID	Req	Start date	End date	Delivery type
4115	Amend schedule or ordered product		10-May-2019	13-May-2019	Del Stock
Next deliveries					

Cancelling Standing Orders (Partial/Complete) [\[back to top\]](#)

Once a standing order schedule is submitted, each individual order moves over to the home page and sent to NHSBT to be processed eight days prior to delivery.

Enter the standing order via the standing order tab and select the Amend schedule or ordered product option. Follow the onscreen instructions to cancel the schedule.

NOTE: This will only cancel future orders related to that standing order schedule that have not transferred to the homes page

Current Orders	Draft Orders (0)	Standing Orders	Queued Orders (0)	Active Orders
Schedule ref				
4337	Amend schedule or ordered product		Patient name/ID	Required time
Next deliveries		Start date	End date	Delivery type
1. 31-Mar-2022		30-Mar-2022	13-Apr-2022	Del:Stock
2. 07-Apr-2022		SSO		

In order to cancel any order(s) that have moved to the home page and over to NHSBT you can either:

a) Find all the individual orders associated with standing order

Pulse No.	Date Ordered	Time Ordered
L02174244	30-Mar-2022	12:12
Standing Reference Number 4337		

b) Under the 'Search Order' tab search for all orders associated with the standing order number and amend/delete each order displayed


Standing order search (Only orders directly created by hospitals will be at

Standing Order Number *	<input type="text" value="4337"/>
Frequency	<input type="text" value="All"/>

OBOS no.	Pulse no.	Date Ordered	Time Ordered	On
90166	L02174244	30-Mar-2022	12:12	On
90167	L02174245	30-Mar-2022	12:12	On

When cancelling/amending any order the user will be required to confirm change(s) and give a reason

Cancel order



Please confirm that you want to cancel this order.

This will cancel

- all order lines not currently shown on the Home Page
- all product types(all tabs)

Contact person :


Cancel Reason :

This will only cancel this instance of the standing order. To cancel the standing order schedule please click on the standing order tab from the home page.

No, don't cancel

Cancel order

Cancel order



Please confirm that you want to cancel this standing order.

This will cancel

- all order lines not currently shown on the Home Page
- all product types(all tabs)

Any orders generated by this standing order that have been sent to Pulse and appear on the home page **will not** be cancelled. These Orders will need to be cancelled individually.
















No, don't cancel

Cancel order


HLA platelet orders are cancelled in the same way as above, should you have any problems contact the H&I Platelet Desk on 020 895 72814 Mon-Fri 09:00 to 17:00

Tracking orders [\[back to top\]](#)

From the home page users can see the progress of orders as below. A list of OBOS icons and headings is available in appendix two.

-  Received from external system – indicates that NHSBT have received the order and a Pulse order number had been allocated.
-  Awaiting allocation – indicates that staff at NHSBT have viewed the order but have not yet allocated specific donations to fulfil the order.
-  Waiting for issue – indicates that units have been allocated to the order, but the order has not yet been prepared.
-  Partially issued – indicates that some components have been issued but the order is not yet complete.
-  Locked by another user – indicates that staff at NHSBT are currently viewing the order.
-  Preparation in progress – indicates that staff at NHSBT are currently issuing components to the order.
-  Prepared awaiting dispatch – indicates that the order is complete but had not yet left NHSBT
-  Notif. Outstanding dispatched – indicates that the order has been dispatched from NHSBT, but hospital have not confirmed receipt at the hospital.
-  Notification received – indicates that confirmation of receipt has been received by NHSBT and the process is complete. Once orders reach this stage, they will no longer appear on the home page but can be searched for using the search function.
-  Unfulfilled – no components are available to undertake the order.
-  Awaiting patient link (SSO) – indicates H&I staff have viewed the Specialist stock order but have not yet linked the order to the NHSBT patient record.
-  Awaiting assignment (SSO) – indicates H&I staff have not yet allocated specific donations to fulfil the order.
-  Awaiting authorisation (SSO) – indicates H&I staff have not yet submitted the order to be issued.
-  Awaiting acknowledgement (SSO) – indicates H&I have submitted the order ready for issue
-  To be updated by the hospital – indicates the specialist stock order received from OBOS cannot be processed. H&I staff have returned the order for it to be amended or cancelled by the hospital.

Tracking 'Specialist Stock Orders' [\[back to top\]](#)

From the home page it is possible to track the progress of Specialist Stock Orders, indicated by the 'SSO' column and the  icon. This column can be ordered so that all Specialist Stock Orders appear at the top of the list.

Order Summary

Last Updated at 1:24 PM [Refresh to update again](#)

Current Orders

Draft Orders (0)

Standing Orders

Queued Orders (0)

Pulse No.

Date Ordered

Time Ordered

Ordered By

Required Date and Time

Delivery

Current Status

SSO

L00146479

06-May-2014

11:56

07-May-2014, 16:00

Del:Stock

Waiting for Issue

L00146045

02-May-2014

09:07

05-May-2014, 12:00

Collect

Awaiting allocation (external)

L00139565

01-May-2014

15:44

Admin Admin

01-May-2014, 22:00

Ad Hoc

Awaiting allocation (external)

Clicking on the SSO icon or the Pulse number will take you into a **read only** view of that order.

NHS Online Blood Ordering

[Home](#)
[Create order](#)
[My profile](#)
[Administration](#)
[Search order](#)

Delivery Information

Delivery method: **Del:Stock**

Required date: **13/01/2016**

Required time: **16:30**

Order Information

Hospital name: **Arrowe Park Hospital**


Submitted by: **Craig Wilkes**

Submitted on: **07/01/2016**

Submitted at: **14:50**

Hospital Services: **NAT ACCEPT SITE 1**

Dept:

Status:  **Received from external system**

Pulse number: **L00701880**

Patient Information

Forename: **UAT**

Surname: **Tester**

D.O.B: **04/01/2016**

NHS Number:

Hospital Number: **1234567890**

Recipient Code:

Del:Stock Order For **13/01/2016, 16:30** PULSE ORDER: **L00701880**

[Print Order](#) [Preview with order form](#)

Platelets Irradiated **O Pos**

Requested: **1**

Allocated: **none**

Issued: **none**

Blood Char neg for: **none**

Patient:


Notes:

Where patient information exists for that Specialist Stock Order, this will be visible in the upper right-hand pane.

Specialist Stock Orders not created in OBOS do not have an OBOS request number. These specialist stock orders have been created by H&I staff following receipt of a faxed paper order from the hospital.

Please Note: This is a read only view of the order. The order cannot be amended or deleted without contacting NHSBT Hospital Services.

Split Orders

Pulse numbers are listed to the left-hand side of the screen. In the far-left hand column an icon  indicates that an OBOS request has been split by NHSBT into several Pulse orders. This is usually done to facilitate order preparation, either by separating products into different types or by separating products that will not be available until later.

Order Summary

Current Orders				Draft Orders (31)				Standing Orders			
	Pulse No.	Date Ordered	Time Ordered		Pulse No.	Date Ordered	Time Ordered		Pulse No.	Date Ordered	Time Ordered
	L00048875	01-Nov-2011	13:58								
	L00048876	01-Nov-2011	13:58								
	L00048874	01-Nov-2011	13:56								

By clicking on the icon, the original Pulse order numbers can be viewed. By clicking on the PULSE number coloured blue, it is possible to view the order content as in the example shown below.

	Pulse no.	Date Ordered	Time Ordered
	W02226427	11-May-2011	11:23

W02226427

[W02228108](#)

[W02228109](#)

In the screenshot below, you can see that order W02226427 has been split into three, W02226427, W02228108 and W02228109. The red cell ordered remains on order number W02226427 and a component has been allocated to that order line. The platelet request shows as split and re-assigned.

Pulse number
W02226427

Del:Stock Order For 11/05/2011; EVE PULSE ORDER: W02226427

Print Order

Red Cells
O Pos
Requested: 1
Allocated: 1
Issued: 1
Blood Char neg
Notes:

Platelets
O Pos
Requested: 1
Allocated: none
Issued: none
Blood Char neg for: none
Split & Deleted:
Patient:
Notes:

W02226427
[W02228108](#)
[W02228109](#)

By clicking on the blue links in the pop-up box you can navigate to see that the platelet order has been split into order W02228108 – shown below. All split orders retain the original OBOS request number.

OBOS request
24059

Status
Waiting for Issue

Pulse number
W02228108

Del:Stock Order For 11/05/2011; EVE PULSE ORDER: W02228108

Print Order

Platelets
O Pos
Requested: 1
Allocated: none
Issued: none
Blood Char neg for: none
Patient:
Notes:

When an order is split in Pulse, the 'split' portion of the order will go back to a status of 'awaiting allocation'. Users will now be able to amend / cancel the order if the products have not been allocated in Pulse.

NOTE: Users may notice that when an order is split, the details displayed on screen for the part of the order moved to the new split order may display differently.

In the example below the original order shows certain blood characteristics for AB Pos K, E, (c) units

Red Cells <i>Red blood cells</i>	AB Pos	Requested: Allocated: Issued:	1 none none	Blood Char neg for: K, E, (c) Max blood age: 10 days Notes: none	Patient:
Red Cells <i>Red blood cells</i>	B Neg	Requested: Allocated: Issued:	3 none none	Blood Char neg for: K, C, E Max blood age: 10 days Notes: greater than 300mls	Patient:

The AB units were split from the original order to a new order as shown below. The K, E, (c) are no longer displayed

Red Cells <i>Red blood cells</i>	B Neg	Requested: Allocated: Issued:	3 3 3	Blood Char neg for: K, Rh C, Rh E Max blood age: 11 days Notes: greater than 300mls	Patient:
Red Cells <i>Red blood cells</i>	AB Pos	Requested: Allocated: Issued:	1 none none	Blood Char neg for: none Max blood age: 10 days Notes:	Split & Reassigned: T01133156


These blood characteristics are carried over to the new split order which can be seen by viewing the newly created part of the order, as seen below.

Del:Stock Order For 08/02/2022; 12:45 PULSE ORDER: T01133156



[<< Return to Search Results](#) [Print Order](#)

Red Cells <i>Red blood cells</i>	AB Pos	Requested: Allocated: Issued:	1 1 1	Blood Char neg for: K, Rh E, Rh c Max blood age: 10 days Notes:	Patient:
-------------------------------------	-----------	-------------------------------------	-------------	---	----------

Tracking standing orders on the home page [\[back to top\]](#)

Standing orders are indicated on the home page by the icon . By hovering over this icon, the OBOS standing order reference can be viewed, see screen shot below. If a single instance of a standing order is edited via the Pulse order number, then this icon will not appear.

Order Summary

Current Orders	Draft Orders (2)	Standing Orders	Queued
Pulse No.	Date Ordered	Time Ordered	Ordered By
 L00703278	06-Jun-2016	00:03	Craig Wilkes
 Standing Reference Number 3654116		00:01	Craig Wilkes

Searching Orders [\[back to top\]](#)

On the 'Search Order' page

Search Order

Pulse number

(OR)

Request number

(OR)

Delivery Type

Containing

Status

Order Date ☐ Date ordered on

* Required delivery date

SSO Patient Search (Only orders directly created by hospitals will be shown)

Forename DOB

Surname NHS Number

Standing order search (Only orders directly created by hospitals will be shown)

Standing Order Number * Dates from

Frequency

You can search non-Specialist Stock Orders using:

- Pulse number **OR**
- OBOS request number **OR**
- Any combination of the below. Using these will also require a date range between 1 day up to a max 31 days.
 - Delivery Type
 - Containing (product type)
 - Status
 - Date ordered on
 - Required delivery date

Or searching Specialist Stock Orders created by hospitals (not first-time requests created by NHSBT) using any individual or combination of:

- Forename
- Surname
- DOB
- NHS Number

This will show you all orders associated with that patient

SSO Patient Search (Only orders directly created by hospitals will be shown)

[Clear / start again](#)

Forename	<input type="text" value="Granny"/>	DOB	<input type="text"/>
Surname	<input type="text"/>	NHS Number	<input type="text"/>

Search results for forename **Granny**

OBOS no.	Pulse no.	Date Ordered	Time Ordered	Ordered By	Requested Date	Requested Time	Delivery	Current Status	SSO
83951	L00703331	10-Jun-2016	16:43	Craig Wilkes	13-Jun-2016	09:00	OBOS Late	Received from system	
83952	L00703332	10-Jun-2016	16:43	Craig Wilkes	14-Jun-2016	09:00	OBOS Late	Received from system	

Searching Standing Orders

Or search Standing Orders using a standing order number. This can be for all orders or only future orders to be generated from that standing order using 'Future Only'

Standing order search (Only orders directly created by hospitals will be shown)

[Clear / start again](#)






Standing Order Number *	<input type="text"/>	Dates from	<input type="text"/>
Frequency	<div>All All Future Only</div>	to	<input type="text"/>

This will generate orders as shown below. Using the date range will narrow the search if required. Users can then click on the order to view and duplicate individual orders or cancel, amend future orders.

Standing order search (Only orders directly created by hospitals will be shown)

[Clear / start again](#)

Standing Order Number *	<input type="text" value="4103"/>	Dates from	<input type="text"/>
Frequency	<div>All</div>	to	<input type="text"/>

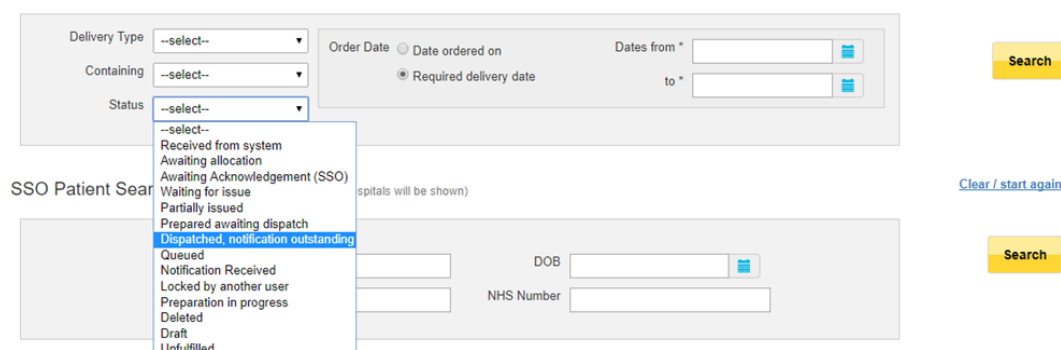
OBOS no.	Pulse no.	Date Ordered	Time Ordered	Ordered By	Requested Date	Requested Time	Delivery	Current Status
 87670	L02159012	26-Apr-2019	12:30	Craig Wilkes	26-Apr-2019	11:30	OBOS Late	Received from system
 87671	L02159013	26-Apr-2019	12:30	Craig Wilkes	27-Apr-2019	13:45	Del Stock	Received from system
 87672	L02159014	26-Apr-2019	12:30	Craig Wilkes	28-Apr-2019	13:45	OBOS Late	Received from system
 87673	L02159015	26-Apr-2019	12:30	Craig Wilkes	29-Apr-2019	11:30	Del Stock	Received from system
 87674	L02159016	26-Apr-2019	12:30	Craig Wilkes	30-Apr-2019	11:30	Del Stock	Received from system

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(Template Version 03/02/2020)

Reconciling Orders on OBOS [\[back to top\]](#)

Once a delivery has arrived users can reconcile orders by:
 Selecting the pulse number of your order on the home page **or**
 Searching for the pulse number using the search function **or**
 Search for all orders with status 'Dispatched, notification outstanding' for a particular period (limited to a month period).



When the order(s) have been located, select 'Confirm delivery of request'



A pop-up box will appear asking for the date and time the order was received. Which can be completed using the calendar and entering the time either from the drop-down list or manual entry using hh:mm format.

The account name being used will automatically appear. If the time and/or date entered are before the order was dispatched the below error message will be shown.



Date entered must be in between Order Date and Current Date

User confirming receipt : Hospital User

Confirm

Cancel

Once you have input the required details please click Confirm. The details entered will automatically transfer onto our electronic system and the status of the order will change to Notification received.

Using filters on the order summary tabs. [\[back to top\]](#)

The four order summary tabs on the home screen can be arranged using the PULSE number, date ordered, time ordered, ordered by, required date and time, delivery, or status. Click on the blue wording and the “▼” icon will appear to indicate the filter currently applied is in ascending order, click a second time and the “▲” icon will appear to indicate the filter is applied in descending order. Filters applied will remain in place until removed even if the user refreshes the screen or logs out and then logs back in again.

NHS Online Blood Ordering

Home Create order My profile Administration Search order

Announcements

[Announcements from NHSBT will appear here](#)

Order Summary

Last Updated at 1:51 PM [Refresh to update again](#)


Current Orders		Draft Orders (0)		Standing Orders		Queued Orders (0)		
	Pulse No.	Date Ordered ▲	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO
	T00030533	01-Jun-2012	11:14	Andy Fincham	01-Jun-2012, AM	Del:Stock	 Received from external system	

When using mobile devices, the screen size will depict what columns initially appear. These can be expanded and collapsed using the and buttons.

Current Orders		Draft Orders (2)	Standing Orders	Queued Orders (0)	
	Pulse No. ▲	Date Ordered	Time Ordered	Ordered By	Required Date and Time
	L02153448	15-Aug-2017	15:14	Hospital User	15-Aug-2017, 16:12
<div>DeliveryCollect</div> <div>Current Status➡Received from external system</div> <div>SSO</div>					
	L02153447	15-Aug-2017	15:09	Hospital User	17-Aug-2017, 11:22
	L02153446	15-Aug-2017	15:03	Hospital User	16-Aug-2017, 16:00

Component Substitutions [\[back to top\]](#)

When NHSBT is unable to supply a specific component, substitution of another suitable component will be agreed with the hospital by telephone. Details of the person agreeing the substitution will be held on Pulse and will not be transferred back to OBOS. Hospital staff can enquire by telephone if the name of the person who agreed the substitution is required.

Order L00048859 is waiting for issue and contains a substitution indicated by the  icon. In this example in the first line the O pos platelet requested has not had a component allocated and the second line has an A pos platelet allocated although none was requested.

NHS Online Blood Ordering

[Home](#)
[Create order](#)
[My profile](#)
[Administration](#)
[Search order](#)

Delivery Information

Delivery method **Ad Hoc**

Required date *

Required time *

Request Information

OBOS request [28479](#)

Order Information

Hospital name **The John Radcliffe Hospital, Oxford**

Submitted by **NHSBT Administrator**

Submitted on **01/11/2011**



Submitted at **12:01**

Hospital Services Dept. **NAT ACCEPT SITE 1**

Status **Waiting for issue**

Pulse number [L00048859](#)

Ad Hoc Order For **01/11/2011, EVE** PULSE ORDER: **L00048859**
[<< Return to Search Results](#)
[Print Order](#)

	Platelets <i>Platelets</i>	O Pos	Requested: 1 Allocated: none Issued: none	Blood Char neg for: none Patient:
Notes:				
	Platelets <i>Platelets</i>	A Pos	Requested: 0 Allocated: 1 Issued: none	Blood Char neg for: none Patient:
Notes:				

The original request can be viewed by clicking on the OBOS request number. As shown below this will contain only the information from the original request that was sent to Pulse.

NHS Online Blood Ordering

[Home](#)
[Create order](#)
[My profile](#)
[Administration](#)
[Search order](#)

Delivery Information

Delivery method **Ad Hoc**

Required date *

Required time *

Request Information

OBOS request [28479](#)

Order Information

Hospital name **The John Radcliffe Hospital, Oxford**

Submitted by **NHSBT Administrator**

Submitted on **01/11/2011**

Submitted at **12:01**

Hospital Services Dept. **NAT ACCEPT SITE 1**

Status **Received from system**

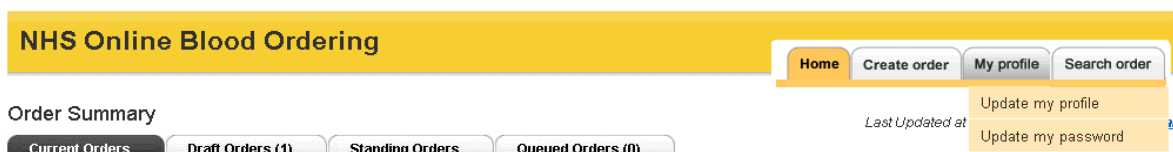
Pulse number [L00048859](#)

Ad Hoc Order For **01/11/2011, EVE** OBOS Request: **28479**
[<< Return to Search Results](#)
[Print Order](#)

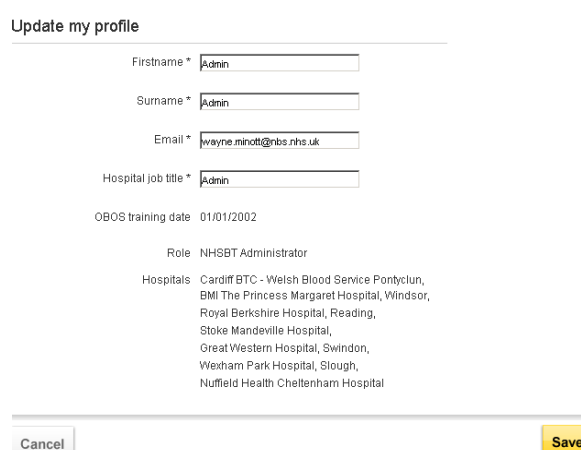
Platelets <i>Platelets</i>	O Pos	Requested: 1 Allocated: none Issued: none	Blood Char neg for: none Transfusion Date:	Patient: none
Notes: none				

Updating options within my profile [\[back to top\]](#)

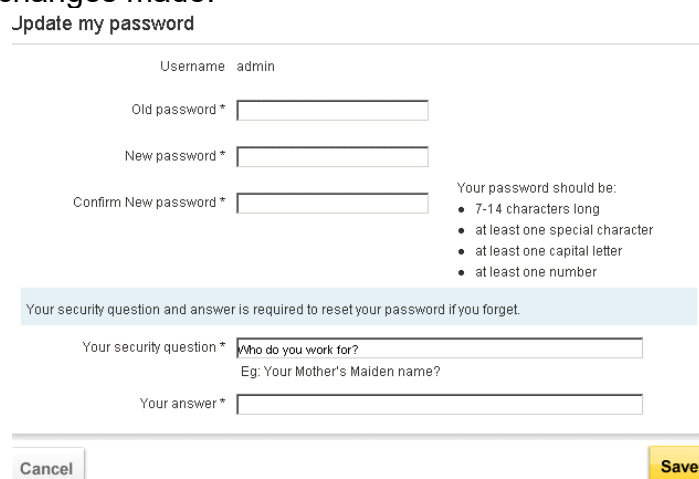
Two options are offered within 'My profile' tab, update my profile and update my password.



In the 'update my profile' screen, shown below, hospital users can edit and save their first name, surname, e-mail address and job title. Users will need to click on 'save' to update any changes made. Users are not able to change their training date; role or hospitals they are able to access on OBOS. Changes to these items need to be made by a hospital or NHSBT administrator.



In the update my password screen, shown below, hospital users can change their password or change the security question that they will be prompted to answer if they forget their password. Both passwords and security question answers are case sensitive. Users will need to click on 'save' to update any changes made.



Appendix One.

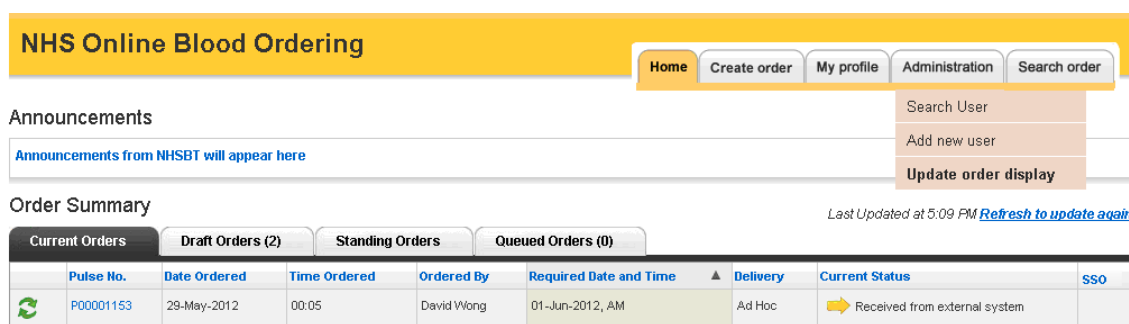
Administration.

Hospital administrators [\[back to top\]](#)

An initial hospital administration account will be set up by NHSBT as part of the go live preparations. The hospital administrator will then be able to set up other hospital administrators and hospital users. Access to this additional functionality is via an administration tab on the home page. It is recommended that hospitals have at least two administrators set up so that they can re-set one another's accounts if they become locked.

Updating Order Display [\[back to top\]](#)

Hospital Administrators can configure the length of time orders can be seen on the home page pre and post "today's" date. The maximum time in advance that orders can be seen is 14 days and the maximum range from pre to post "today's" date is 15 days. There is a new option to "Update order display" on the administration tab.



NHS Online Blood Ordering

Home Create order My profile **Administration** Search order

Announcements

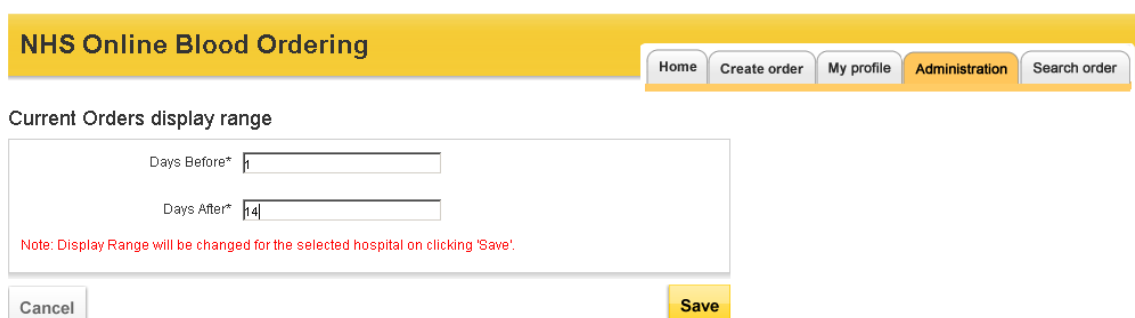
Announcements from NHSBT will appear here

Order Summary

Last Updated at 5:09 PM [Refresh to update again](#)

Current Orders	Draft Orders (2)	Standing Orders	Queued Orders (0)																
<table border="1"> <thead> <tr> <th>Pulse No.</th> <th>Date Ordered</th> <th>Time Ordered</th> <th>Ordered By</th> <th>Required Date and Time</th> <th>Delivery</th> <th>Current Status</th> <th>SSO</th> </tr> </thead> <tbody> <tr> <td>P00001153</td> <td>29-May-2012</td> <td>00:05</td> <td>David Wong</td> <td>01-Jun-2012, AM</td> <td>Ad Hoc</td> <td>Received from external system</td> <td></td> </tr> </tbody> </table>	Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO	P00001153	29-May-2012	00:05	David Wong	01-Jun-2012, AM	Ad Hoc	Received from external system				
Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status	SSO												
P00001153	29-May-2012	00:05	David Wong	01-Jun-2012, AM	Ad Hoc	Received from external system													

Selecting "Update order display" brings up the following screen



NHS Online Blood Ordering

Home Create order My profile **Administration** Search order

Current Orders display range

Days Before*

Days After*

Note: Display Range will be changed for the selected hospital on clicking 'Save'.

Cancel Save

Enter "Days Before" and "Days After" the current date as appropriate. Please note standing orders are sent to Pulse **8 days before the delivery date** and their appearance on the OBOS Home page from this point will be dictated by the local configuration.

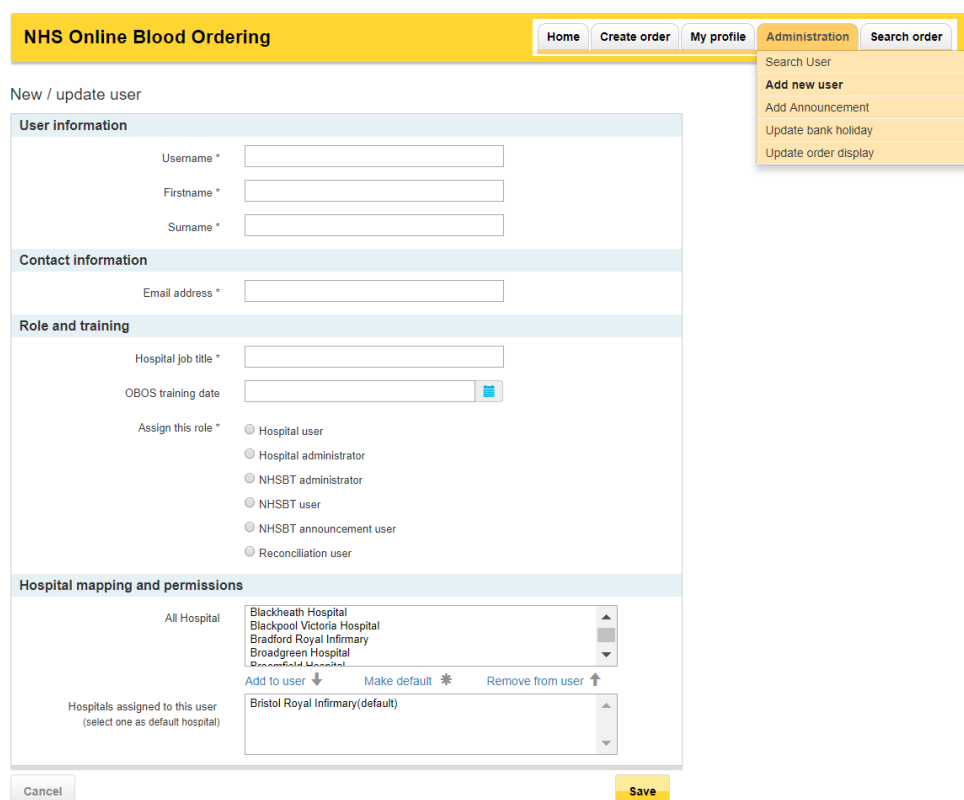
Adding new users [\[back to top\]](#)

Select 'Add new user' from the Administration tab and complete the following sections:


User information,

Contact information,

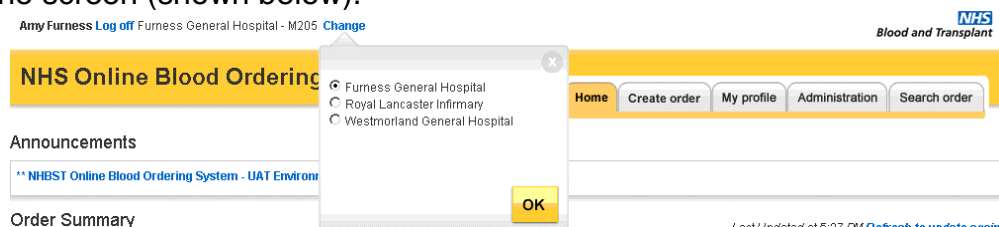
Role and training. Assign role of hospital user, hospital administrator or Reconciliation user.



A list of hospitals that can be assigned to this user will appear in 'Hospital mapping and permissions' This will include all hospitals that the administrator has access to. Highlight the required hospital and add to user.

The first hospital added to the user will be the default hospital the user will access when first logging in. If multiple hospitals are added the default hospital can be changed by highlighting the required hospital and clicking 'make default' 

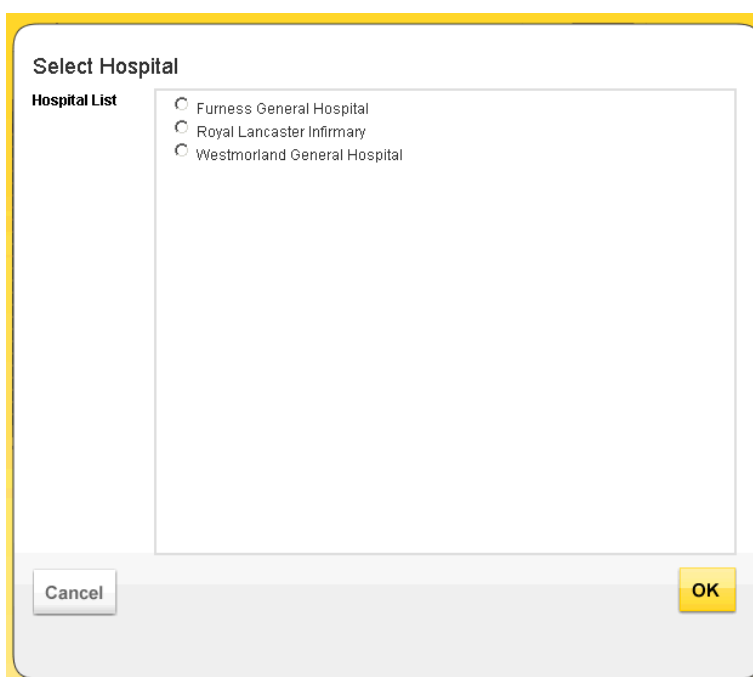
To access the other hospitals available to them they will need to click on change in blue at the top of the screen (shown below).



If you do not want any hospital to be set as default then after adding all the required sites, highlight the hospital showing as “(default)” and remove from user.

Highlight the hospital that was removed in the “All Hospital” box and add back to user.

If no default hospital is entered, then at logging the first screen the user will be shown a screen asking them to select the hospital they wish to see and order for (shown below).



Once all details have been entered, save and a message will be displayed to say that the user was successfully created.

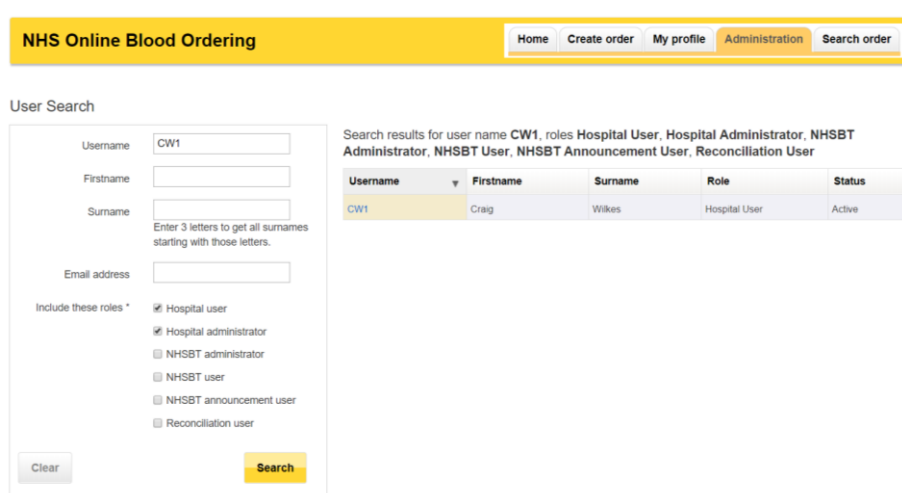
Searching for users [\[back to top\]](#)

By selecting search user from the administration tab, the screen shown below can be accessed.

Users can be searched for by username, first name, full/first 3 letters of surname or e-mail address.

Leaving the above details blank and selecting “Hospital user” and/or “Hospital administrator” will show all accounts for the hospital selected.

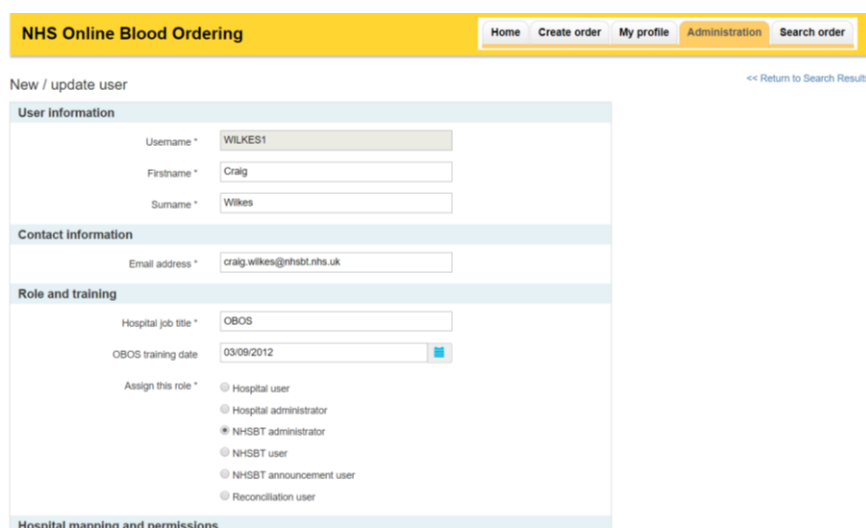
The NHSBT administrator, user and announcement user searches are greyed out for hospital administrators.



Search results for user name CW1, roles Hospital User, Hospital Administrator, NHSBT Administrator, NHSBT User, NHSBT Announcement User, Reconciliation User

Username	Firstname	Surname	Role	Status
CW1	Craig	Wilkes	Hospital User	Active

The user’s information screen can be opened for editing by clicking on the username in the search results on the right-hand side of the screen. This opens the New/update user screen shown below. There is an option to “Return to Search Results” on the right-hand side. Information can be edited and then saved by clicking on ‘save’ at the bottom of the New/updated user screen.

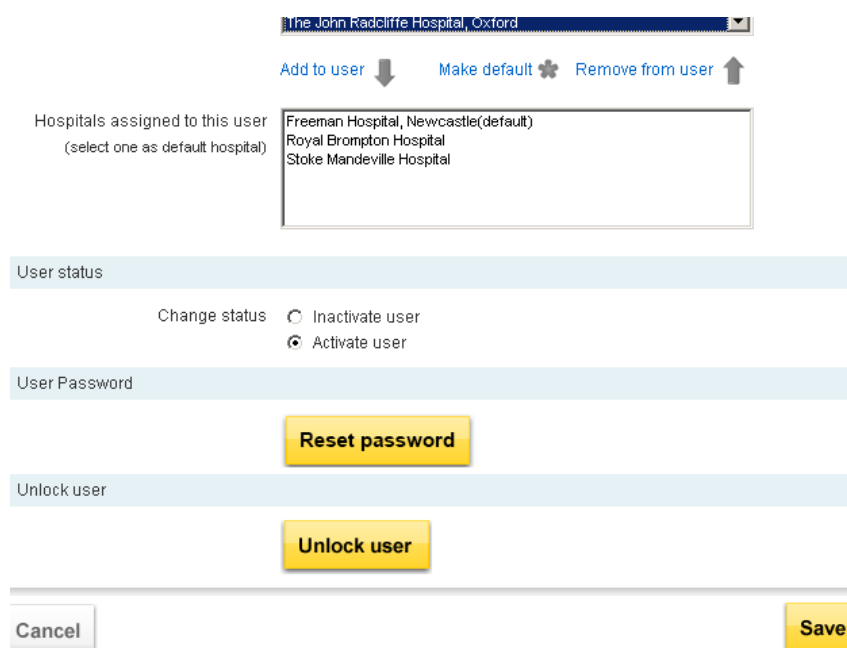


Activating/Inactivating accounts and resetting passwords. [\[back to top\]](#)

At the bottom of the new/update user screen shown below there is an option to inactivate or activate users, to reset a user's password and to unlock a user who has locked themselves out of the system. Make the changes required and click on the relevant 'reset' 'unlock' or 'save' buttons to make the changes.

Please note it is important to inactivate accounts when a member of staff leaves or retires.

A username can never be deleted from the system because you need to maintain the audit of "who did what and when" but you should prevent staff who no longer work for you ordering on your behalf.



The screenshot displays a user management interface. At the top, a dropdown menu shows 'The John Radcliffe Hospital, Oxford'. Below it are three links: 'Add to user' with a downward arrow, 'Make default' with a star icon, and 'Remove from user' with an upward arrow. A section titled 'Hospitals assigned to this user (select one as default hospital)' contains a list box with three entries: 'Freeman Hospital, Newcastle(default)', 'Royal Brompton Hospital', and 'Stoke Mandeville Hospital'. Below this is the 'User status' section with a 'Change status' label and two radio buttons: 'Inactivate user' and 'Activate user' (which is selected). The 'User Password' section features a yellow 'Reset password' button. The 'Unlock user' section features a yellow 'Unlock user' button. At the bottom left is a grey 'Cancel' button, and at the bottom right is a yellow 'Save' button.

Automatic deactivation of accounts

If an account has not been accessed for 9 months, it will automatically be deactivated. Users will receive prior email notification giving them the option to log in to the account to stop it being deactivated.

These accounts can be reactivated by any user with administrator level access.

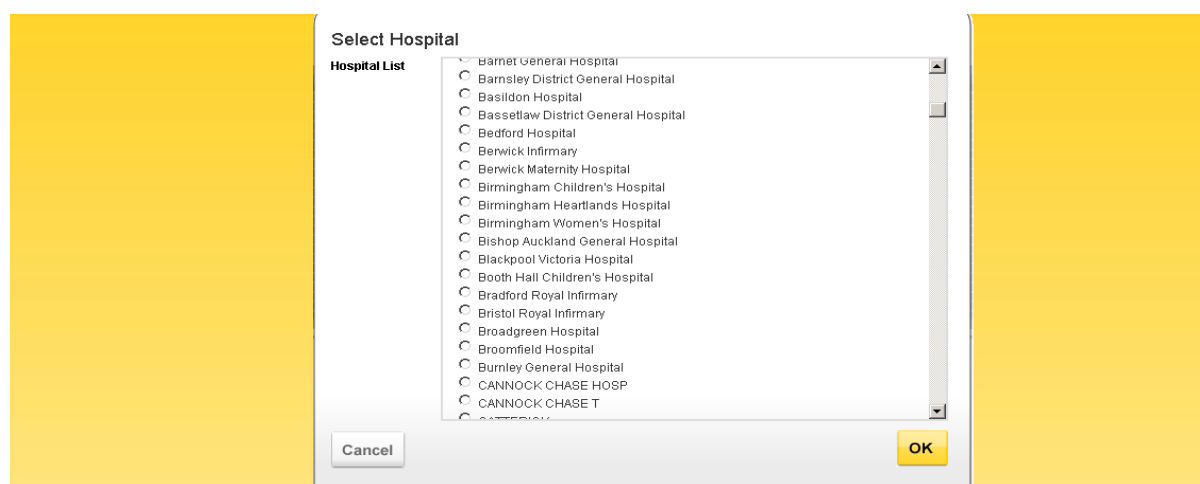
NHSBT administrators [\[back to top\]](#)

There are three levels of administration role within NHSBT:

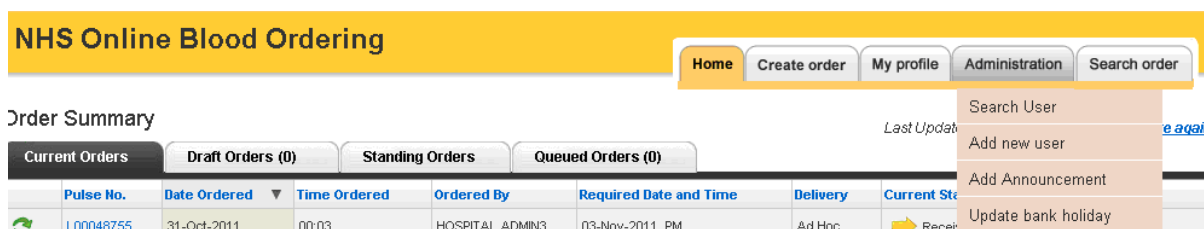
'NHSBT administrator' is an overview role limited to only one or two key NHSBT staff. 'NHSBT users' have the ability to set up new accounts for hospital staff, unlock users, reset passwords

and add bank holidays and announcements. 'NHSBT announcement user' can update the announcement message only.

At login, NHSBT administrators and NHSBT users will be provided with a screen showing all hospitals currently available on OBOS. To add hospital administrators, select the hospital which requires the new administrator to be added. Where the hospital administrator has access to multiple hospital accounts, anyone be selected to set up the account.



You will be taken to the hospitals home page where you can select from four administration functions shown below. Search user and add new user functionality is the same as described for hospital administrators.



NHS Online Blood Ordering

Home Create order My profile Administration Search order

Order Summary

Current Orders Draft Orders (0) Standing Orders Queued Orders (0)

Pulse No.	Date Ordered	Time Ordered	Ordered By	Required Date and Time	Delivery	Current Status
L00048755	31-Oct-2011	00:03	HOSPITAL ADMIN3	03-Nov-2011, PM	Ad Hoc	Rejected


Administration dropdown menu:

- Search User
- Add new user
- Add Announcement
- Update bank holiday

Adding an announcement to OBOS [\[back to top\]](#)


To add an announcement to the log in screen and home page select the 'add announcement option' from the administrator tab. The screen shown below will open. Type the announcement into the announcement text box. Tick the box 'also show this announcement on the homepage'. You can set up announcements so that the first time a user logs in after an announcement has been posted they must acknowledge it. To use this functionality, tick the box 'Enable Announcement Acknowledgement'


Announcements require a 'Start date/time' and an 'End date/time' Select the required dates using the calendar icon and highlighting the required dates or type the dates into the date boxes in the format dd/mm/yyyy. Time should be entered (using 24-hour clock) as shown below. Announcements cannot exceed 1000 characters; excess will be highlighted when clicking 'Save'

 **Announcement text cannot exceed 1000 characters.**
Start date and time should be in the future.

Add a critical announcement on the homepage

Announcement text

☒ **Also show this announcement on the login page** Start date  Start time

☒ **Enable Announcement acknowledgement** End date  End time

A message confirming the announcement has been saved will be shown. Log out and check that the announcement appears on the login screen:

Welcome to NHS Online Blood Ordering System


**** Welcome to OBOS ****

Username

Password

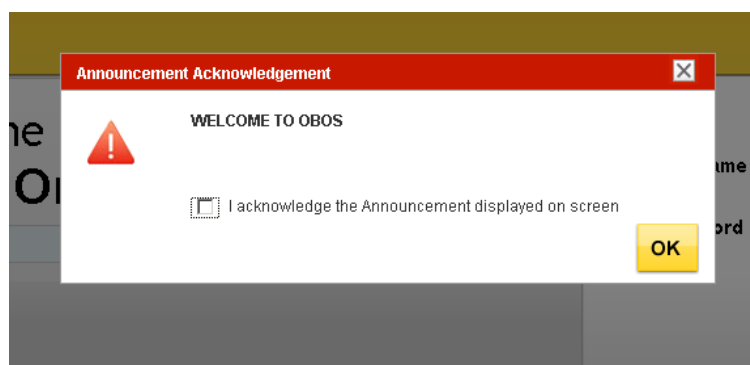
[Forgotten password?](#)

Hospital and Science Website

 Blood and Transplant

For support please contact your administrator Ver: 8.3.0

Log back in. If you have enabled 'announcement acknowledgement' you will see the following screen:




Acknowledge the announcement and then check that it appears on the home page:

Announcements

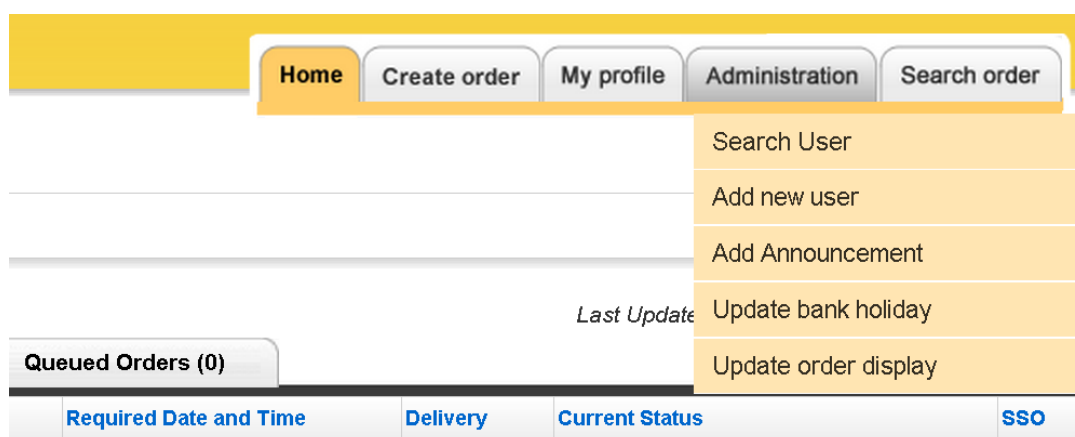
WELCOME TO OBOS

Order Summary

Current Orders		Draft Orders (2)		Standing Orders
	Pulse No.	Date Ordered	Time Ordered	
	L00703263	04-Jun-2016	00:03	

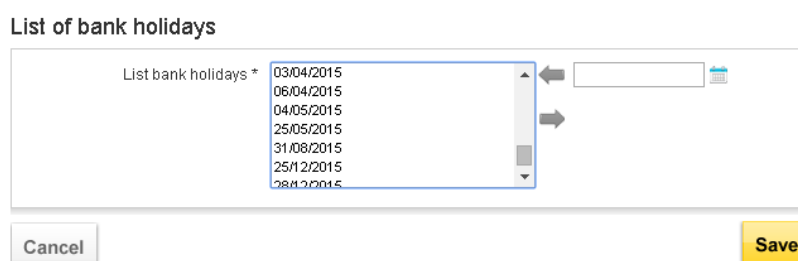
Updating Bank holidays. [\[back to top\]](#)

From the home screen administration tab select update bank holidays. This will update the whole system regardless of which hospital you are currently logged into.



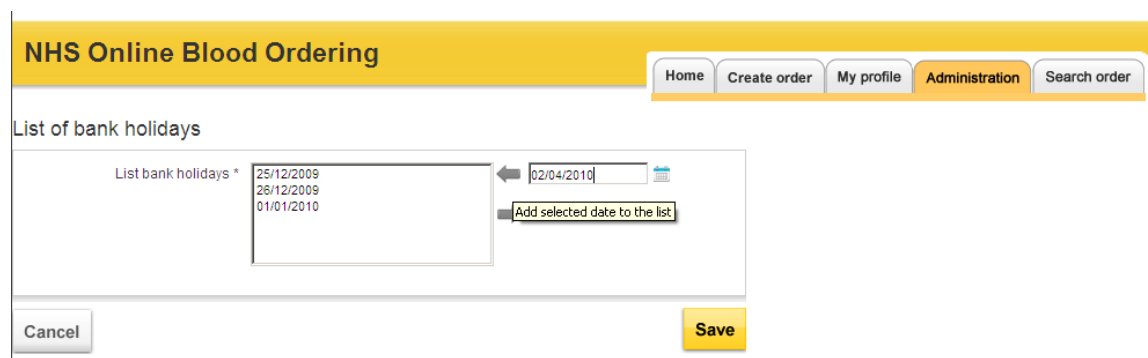
The screenshot shows the 'Administration' tab selected in the top navigation bar. A dropdown menu is open, displaying the following options: Search User, Add new user, Add Announcement, Update bank holiday, and Update order display. Below the menu, a table with the following headers is visible: Required Date and Time, Delivery, Current Status, and SSO.

A screen showing a list of bank holidays will open.



The 'List of bank holidays' dialog box is shown. It contains a list of dates: 03/04/2015, 06/04/2015, 04/05/2015, 25/05/2015, 31/08/2015, 25/12/2015, and 28/12/2015. To the right of the list is a calendar icon and a text input field. Below the list are 'Cancel' and 'Save' buttons.





















To add a date to the bank holiday list, use the calendar to highlight the date and the ← arrow to move selected dates into the list bank holidays box as shown below. Any dates which need to be removed can be removed using the → arrow.




















The 'List of bank holidays' dialog box is shown with the date 02/04/2010 highlighted in the calendar. The 'Add selected date to the list' button is visible. The list of dates now includes 25/12/2009, 26/12/2009, 01/01/2010, and 02/04/2010. 'Cancel' and 'Save' buttons are at the bottom.

Once dates have been updated click on 'save'. A confirmation message will be shown to indicate that the bank holidays have been saved successfully.

Appendix Two [\[back to top\]](#)
Icons used in the OBOS system

Order Status	Icon
Draft	
Pending	
Queued	
Received from OBOS	
Awaiting Allocation	
Part Allocated	
Waiting for issue	
Awaiting patient link (SSO)	
Awaiting assignment (SSO)	
Awaiting authorisation (SSO)	
Awaiting acknowledgement (SSO)	
To be updated by hospital	
Partially issued	
Prepared awaiting dispatch	
Dispatched	
Notification Received	
Locked by another user	
Preparation in progress	
Deleted/Cancelled	
Unfulfilled	

Icons used in the OBOS system

Across the application	Icon
Standing orders	
Linked Order	
Substitution	
Success Message	
Error Message	
Information Message	
Print Order	
Expand Order Line	
Collapse Order Line	
Remove Order Line	
Preview with order form	
Background Processing	
Specialist Stock Order	
VMI Order	
Expand/Collapse Section	 
Standing Order(s) due to expire	

Any comments or feedback on the system or this user guide are welcomed as they allow us to continually develop to meet user needs and can be sent to OBOS@nhsbt.nhs.uk