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## Frequently Asked Questions

### Online Fast Track Health History & Donation Process

#### **What is the benefit to me for completing my Fast Track Health History online before I donate?**

Whenever we survey donors about how we can make their experience better, they usually say that the interview process should be simplified, shortened or automated. The online Fast Track Health History can reduce the length of interviews on-site at a blood center or blood drive to only essential follow-up questions. In addition, you may complete your health history in the comfort and privacy of your own home, office or other quiet space using your computer or mobile device (smartphone or tablet—see below).

#### **How long does it take?**

Most donors say it takes less than 10 minutes to complete the online Fast Track Health History. And, you can get through your donation almost 20 minutes faster than if we ask you the questions.

#### **Can I access the questionnaire from my smartphone or tablet?**

We can accept a Fast Track Ticket from most mobile devices (smartphones or tablets) as long as our staff can scan the barcode from the ticket on your device. Go to your blood center's website to complete the Fast Track Health History on your mobile device and bring the device with you when you donate with your Fast Track Ticket displayed on it.

#### **Why do I have to complete the online Fast Track Health History on the same day as my blood donation?**

The U.S. Food and Drug Administration regulates the nation's blood centers and requires that donors complete the online Fast Track Health History the same day they donate. It's important to make sure you are feeling well and healthy and that your responses are accurate on the actual day you give blood. That's why, when you arrive to donate, one of our staff will check your blood pressure and other vital signs and will review your answers and ask any necessary follow-up questions.

Your Fast Track Ticket will show the date you completed the online Fast Track Health History. That date must match the date of your donation. If the date doesn't match, it will be necessary for you to complete the questionnaire on-site before you can give blood.

#### **How do I access the online Fast Track Health History?**

If you've made an appointment to give blood (at least a day or more before your donation), you'll receive an appointment reminder email that includes a link to the online Fast Track Health History. You must have an email address in your donor profile to receive this reminder email. If you don't, please view your online donor account to update your profile with your email address. (We will use your email address only to keep you informed of blood donation news, opportunities and benefits.) Your blood drive coordinator may send you the link in an email as well.

**What do I need to do before I start the questionnaire?**

Gather your personal information, including prescriptions and travel information, before you begin. Visit your blood center's website to learn more about donor qualifications and our medication and travel restrictions. If you are using a computer, make sure you are connected to a printer. If you are using either a computer or a mobile device, make sure that you are in a confidential setting, and that you will not be interrupted before you complete the health history form.

**What if I don't understand something on the questionnaire?**

If there is a question(s) you do not understand, or if you want to talk with our staff about your answer(s), do not leave the question blank. Instead, select the "Unsure" button response and a staff member will discuss the question(s) with you at your donation appointment.

**After I respond to a question, can I change it later?**

Once you complete the questionnaire, you may review your responses by scrolling up the page. Your original responses will be displayed and you may change any of them. If you don't want to review your questionnaire, simply click on "Finish" and print your Fast Track Ticket using your browser's print button (or click on "Finish" to make sure the ticket is displayed on your mobile device). You may also discuss your answers with a staff member at the blood drive or the blood center.

**Can I stop and finish the questionnaire at a later time?**

No. You cannot save the form to finish later. If you close the form before printing the Fast Track Ticket (or displaying the ticket on your mobile device), your responses will be lost. You must answer all of the questions on the Fast Track Health History in one sitting. To ensure that your responses remain confidential, none of your information is saved online.

**How can I print or display my ticket?**

You must print a Fast Track Ticket when you've completed the health history using your computer. Nothing is saved online. When you are ready, click on the "Finish" button and print using your browser's print button. Do not exit the last page of the questionnaire or close the browser window until you are certain your Fast Track Ticket has printed. (If you complete the questionnaire on your mobile device, you do not need to print a Fast Track Ticket, however, you must make sure the ticket's barcode is displayed on your device so our staff can scan it.)

**Why do I have to bring a Fast Track Ticket with me to my donation?**

Since your responses to the Fast Track Health History are not stored anywhere online, our staff must scan the barcode on your Fast Track Ticket (either printed or on your mobile device) to pull up your responses when you arrive to donate. If you lose or forget to bring your printed ticket or forget to bring your mobile device, you can complete another Fast Track Health History either online before you arrive or at the donation site.

**Why can't I simply go straight to the donor chair once I present my Fast Track Ticket to your staff?**

While completing your Fast Track Health History online can help streamline the donation process, it cannot tell you whether you are able to donate blood that day. When you arrive to donate, one of our staff will review your answers, ask any follow-up questions, check your blood pressure and other vital signs, and make sure you're able to give blood.

**I don't have a computer, printer, mobile device or access to the Internet. What are my options?**

You may use one of our computers at the blood center or blood drive to complete your health history questionnaire.

**Is the Fast Track Health History compatible with all browsers and operating systems?**

The form is compatible with the following browsers and operating systems:

- Google Chrome
- Mozilla Firefox
- Opera
- Safari
- Internet Explorer (some visual problems can be expected with older versions)

**Why do you want to take my picture when I come to donate?**

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

**Why is there different equipment now?**

We have moved to a nearly paperless system, so you'll see some other equipment (in addition to cameras) at the donor center and on blood drives, such as signature pads, handheld devices and scanners.

If you decide to complete your health history yourself at our donor center or blood drive, you'll be able to do so using our touchscreen technology. Then, one of our staff will review your answers, ask any follow-up questions, check your blood pressure and other vital signs, and make sure you're able to give blood.

**Why do you ask donors if they've donated blood at another blood or plasma center within the past 12 months?**

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