

Frequently Asked Questions

bexWISE Xpress Health History & Donation Process

Why wait another moment to transform your life, and the lives of so many others? When you complete your *bexWISE Xpress Health History* questionnaire online the day of your donation, you'll save up to 20 minutes of total visit time.



Ready? Read our useful tips to help streamline your donation.

Why should I complete my *bexWISE Xpress Health History* online before I donate?

We know you're busy and we value your time. The online *bexWISE Xpress Health History* can reduce the pre-donation interview to include only essential follow-up questions. On the day you donate, you may complete your health history from the comfort of your home, office or another quiet space using your computer or mobile device.

Why do I have to complete my *bexWISE Xpress Health History* on the same day I 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, we will check your blood pressure and other vital signs. Then, we'll review your answers and ask any necessary follow-up questions. If the answers are not from the actual day of donation, we'll ask you to complete the questionnaire onsite before you continue with your lifesaving efforts.

How long does it take?

Most donors say it takes less than 10 minutes to complete the *bexWISE Xpress Health History*.

Can I access the questionnaire from my smartphone or tablet?

Yes. We can accept a *bexWISE Xpress Ticket* from most mobile devices (smartphones or tablets) as long as we can scan the bar code from the ticket on your device. Some mobile devices require Adobe Acrobat as the PDF viewer to successfully generate a bar code on the *bexWISE Xpress Ticket*.

How do I access the online *bexWISE Xpress Health History*?

Visit vitalant.org and select 'Donate' from the top menu, then 'Start health history questionnaire.'

What do I need to do before I start *bexWISE Xpress*?

Gather your personal information, including prescriptions and travel information, before you begin. Read the online documents to learn more about donor qualifications and refer back to them if needed. If you are using a computer, make sure you are connected to a printer. Since we'll ask you for personal information, to ensure your privacy, please complete the health history form in a confidential setting free of interruptions.

For more information or to schedule a donation, call **877-258-4825** or visit us at vitalant.org
Find us @vitalant:   

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

If there is a question you do not understand, or if you want to discuss your answer with us, do not select an answer and move on to the next question.

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

Yes. Once you complete the questionnaire, you will be prompted to review your responses on a review page. To change any of your responses, select the "Action" button. When you're done, simply click "Generate Donor Pass" to generate your *bexWISE Xpress Ticket* and print it or email to yourself. You may also discuss your responses with our staff and make any changes at the time of your donation.

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

No, you must complete the questionnaire in its entirety. If you close the questionnaire before your *bexWISE Xpress Ticket* generates, your responses will be lost. Also, please do not exit the last page of the questionnaire or close the browser window until you are certain your *bexWISE Xpress Ticket* has generated and printed or emailed to yourself. If your mobile device allows, save your ticket as a PDF to ensure it can be accessed at the time of your donation.

Why do I have to bring a *bexWISE Xpress Ticket* with me to my donation? Can't you just pull it up in your system?

To maintain confidentiality, your *bexWISE Xpress Health History* responses are not stored online. Our staff must scan the bar code(s) on your *bexWISE Xpress Ticket* to pull up your responses. If you lose or forget to bring your printed ticket or mobile device, you may complete another questionnaire before or when you arrive at the donation site.

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

While completing your *bexWISE Xpress Health History* online can help streamline the donation process, our staff needs to review your answers, ask any follow-up questions, and check your blood pressure and other vital signs.

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 any of our blood drives or donor centers to complete your health history.

Is the *bexWISE Xpress Health History* compatible with all browsers and operating systems?

It is recommended that Google Chrome is utilized to complete the *bexWISE Xpress Health History*.

Note: Some mobile devices require Adobe Acrobat as the PDF viewer to successfully generate a bar code on the *bexWISE Xpress Ticket*.

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

We've incorporated photos into our secure and confidential registration system. Our staff uses these photos to identify you when you donate. We do encourage you to bring your donor ID card (or photo ID with your legal name) each time you donate.

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.

Thank you for joining our mission to transform lives and make many tomorrows better for many people.



To learn more, please visit us at vitalant.org

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