

# Experience the wonder

## Frequently Asked Questions



## Fast Track Health History & Donation Process



Why wait another moment to transform your life, and the lives of so many others? When you complete your Fast Track 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 Fast Track Health History online before I donate?

We know you're busy and we value your time. The online Fast Track 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 Fast Track 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. Your Fast Track Ticket will show the date you completed your health history. If it doesn't match your donation date, 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 Fast Track Health History.

### Can I access the questionnaire from my smart phone or tablet?

Yes. We can accept a Fast Track Ticket from most mobile devices (smart phones or tablets) as long as we can scan the bar code from the ticket on your device.

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

There are several ways:

- From our website
- From a link in your appointment reminder (your blood drive coordinator may share this link too)
  - Be sure to share your email address/mobile number with us and we'll send you a reminder

### What do I need to do before I start Fast Track?

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, select the "Unsure" button response and our staff will review the question with you when you arrive. All questions must have a response to generate a Fast Track Ticket.

### **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 "Back" button at the bottom of the page. To revise your name, gender or date of birth click the "Back" button twice, make any changes and then hit "Continue" to move forward. When you're done, simply click "Finish" to generate your Fast Track Ticket and print it or display it on your mobile device. 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 form before your Fast Track 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 Fast Track Ticket has generated and printed or is displayed on your mobile device. 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 Fast Track Ticket with me to my donation? Can't you just pull it up in your system?**

To maintain confidentiality, your Fast Track Health History responses are not stored online. Our staff must scan the bar code on your Fast Track 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 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, 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 upon arrival at the donation center.

### **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)

Note: Some mobile devices require Adobe Acrobat as the PDF viewer to successfully generate a bar code on the Fast Track 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](http://vitalant.org)

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