

Email Subject: Transfusion Service – Epic Beaker & SoftBank Implementation

Sent on behalf of Dorothy Wong, MD, CLIA Lab Medical Director & Ashok Nambiar, MD Transfusion Services Medical Director

Dear Nursing & Provider Colleagues,

We are writing to inform you of important Blood Bank Laboratory/ Transfusion Service workflow changes related to the implementation of SoftBank (Computer System for Transfusion Service) and its integration with Epic Beaker. Both systems are scheduled to go live at St. Francis and St. Mary's on October 4, 2025, at approximately 0400.

Please note the following as they relate to system downtime and post-go live workflows.

Phase	Providers	Nursing
Pre-Go-Live (10/3/25)	<p>For patients requiring <i>routine</i> transfusions on 10/3/25, please place orders for tests and blood products earlier in the day (latest by 7 pm) such that sample collection, testing, blood product pick up and transfusion are completed in Cerner at the latest by 9:30 PM.</p> <p>Only STAT orders can be placed in Cerner between 10/3/25, 9:30 PM and 10/4, 00:00. However, expect delays if downtime begins before testing is completed and/or blood products are issued.</p>	<p>Please ensure pretransfusion samples are sent early and blood products are picked up and transfused by 9:30 PM.</p> <p>For STAT orders placed after 9:30 PM, ensure products are picked up/transfusion started before 10/4 00:00 to avoid the use of downtime procedures for pick/up and/or transfusion.</p>
Follow cutover protocols during downtime (starting at 10/4 00:00)	<ol style="list-style-type: none">1. Avoid orders for non-urgent transfusions during downtime.2. For urgent transfusions:<ol style="list-style-type: none">a. Use UCSF paper requisitions for placing STAT Blood Bank tests and product ordersb. Place STAT orders for Type and Screen and Blood Type Confirmation (both tests are required even for patients with prior test results as Blood Bank will not have access to legacy data).	<ol style="list-style-type: none">1. Use Blood Bank ID wristbands and label Type and Screen and Blood Type Confirmation sample with handwritten labels or downtime APEX labels. Labels must include:<ol style="list-style-type: none">a. Patient name + MRN + DOBb. Phlebotomist initials/signature, date, and timec. Blood Bank ID number2. Use SFH/SMH downtime process to retrieve blood products3. Complete bedside checks and document transfusion using SFH/SMH downtime process4. Expect delays as Blood Bank will be fully relying on paper-based workflows5. Use SFH/SMH downtime process for reporting transfusion reactions
Post Go-Live (10/4, 04:00)	<ol style="list-style-type: none">1. If a patient requires a transfusion, check if any previous Cerner orders have already been converted to APeX orders. If needed, place new orders for tests and products in Apex:<ol style="list-style-type: none">a. New Type & Screen and Blood Type Confirmation tests are required to	<ol style="list-style-type: none">1. Complete patient ID check and sample 'collect' steps appropriately in APeX to avoid sample rejection and delays. (Blood Bank ID is not required but the wristbands should remain until all clear is received to remove them)2. In APeX, products will display as "Selected" when ready

	<p>reestablish the patient's blood type in SoftBank, the new Blood Bank computer system.</p> <p>2. Avoid ordering Blood Bank tests if there are no plans to transfuse within 1-2 days</p>	<p>3. Use Apex-generated linked pick-up slip or complete an APeX generic pick-up slip to pick up products</p> <p>4. Complete bedside checks and complete transfusion documentation using the APeX Blood Product Administration Module (BPAM)</p> <p>5. Use APeX-workflows for reporting transfusion reactions</p>
Notes	<p>Please review APeX blood order sets. Please adhere to your local site blood policy. Please follow standard scripts for activating Emergency Release and MTP and place orders in APeX within 24 hours.</p>	<p>Please refer to training tip sheets and job aids for additional guidance related to specimen collection/separate phlebotomy/attestation/blood administration/cooler management, etc.</p>

Emergency Release/MTP: Available 24/7. Must call Blood Bank to activate protocol and must present a patient label or a pickup slip to the Blood Bank. For more information: [UCSF Clinical Laboratories](#)

We appreciate your attention and partnership as we move forward with this important transition.

Thank you for your continued commitment to delivering high-quality care to our patients.

Sincerely,

Dorothy Wong, MD & Ashok Nambiar, MD