SoftBank®

Safe blood products for your diverse needs

SoftBank®— SCC Soft Computer's award-winning blood bank and transfusion service information management system — combines current high-performance functionality with exciting new features to provide a comprehensive, cost-effective pre-transfusion testing and inventory management solution.

SoftBank is Unix AIX supported and can run on Intel-based hardware with the Linux® operating system. This agile, reliable, and flexible blood bank system can be deployed in house using IBM hardware or can be hosted in the cloud. SCC's use of an ESB (enterprise service bus) makes EHR (electronic health record) interfacing effortless. The database is Oracle®, a highly reliable and scalable relational database that enables encryption of data at rest. SCC directly connects to blood bank instruments increasing the level of security and avoiding a middleware layer of technology.

As a major asset to the laboratory, SoftBank provides critical safety functions throughout the system, allowing users to focus on what's important: providing safe blood components, tissue, and derivative products to their patients.

SoftBank is a centralized transfusion service management system, designed and developed in 1992. The first version, released in 1993, provided a comprehensive, cost-effective pre-transfusion testing and inventory management solution for SoftLab® clients and those using other HIS/LIS solutions. Over the years, SoftBank has evolved to keep up with regulatory changes and with the addition of interfaced instrumentation. Two reasons for the product's success are SCC's commitment and funding for steady and constant improvement of SoftBank for nearly 30 years, and input from our dynamic client base.
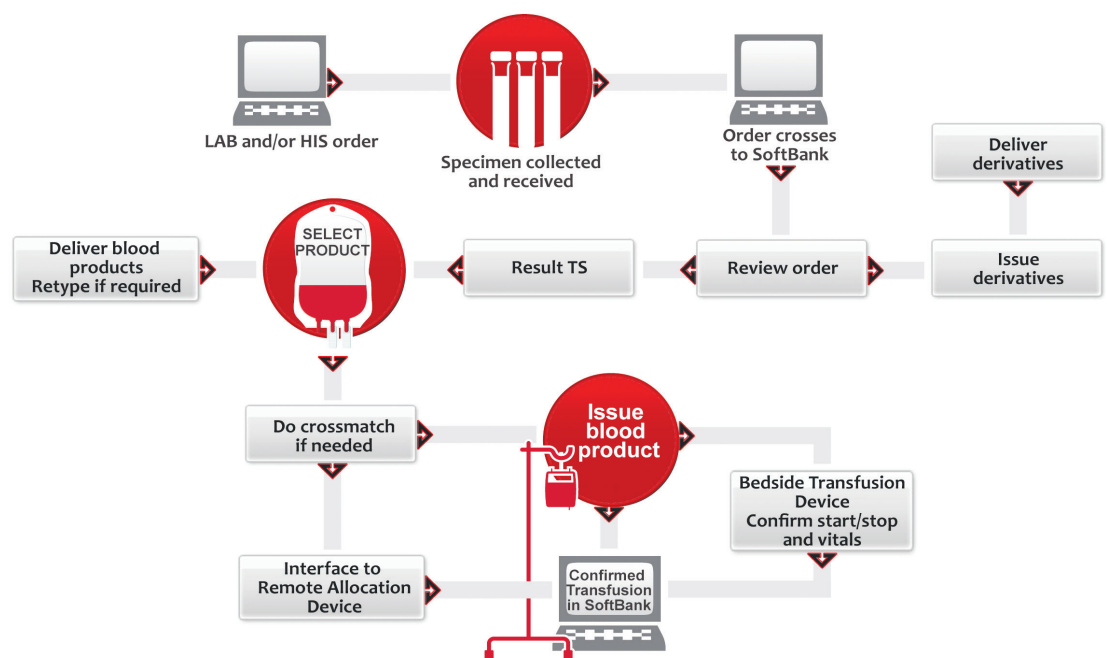
Gilbert Hakim,
SCC's Founder and CEO

SoftBank workflow

SoftBank is designed to streamline many of the routine, manual, and time-consuming tasks associated with blood bank protocols.

These timesaving improvements translate into revenue for your transfusion services. The diagram at right depicts the SoftBank workflow.

LAB and/or HIS order → Specimen collected and received → Order crosses to SoftBank

Deliver derivatives

SELECT PRODUCT

Deliver blood products Retype if required → Result TS → Review order → Issue derivatives

Do crossmatch if needed → Issue blood product → Bedside Transfusion Device Confirm start/stop and vitals

Interface to Remote Allocation Device → Confirmed Transfusion in SoftBank

In today's fast-paced, highly regulated transfusion service setting, it is important to provide safe products to accommodate the diverse needs of a complex multisite facility, as well as the highly specialized needs of a single site facility.

Feature: Multisite Capabilities

Benefit: SoftBank's multisite capabilities support patient orders and product inventory from multiple facilities—including facilities across multiple time zones—in one centralized database. Master Patient Index (MPI) allows online history review for patients with stays across facilities. The SoftBank system also supports the use of centralized transfusion testing; one site can perform testing for several sites while allowing each site to maintain its own product inventory. The SoftBank system allows users to customize their ABO and Rh alternative product selection by site in order to adapt to various workflows from site to site. Users can select and issue products based on the needs of the individual sites.

Feature: Interfaces

Benefit: Interfaces from automated blood bank instruments to SoftBank enable the transfer of test results generated by the instrument for verification and posting to patient records.

An irradiator interface allows for the transmission of irradiation process data to SoftBank.

Interface to storage devices allows remote allocation of products with detailed reports for unit history.

Interface to bedside transfusion devices, such as SCC's SoftID.Tx® positive patient transfusion administration system, facilitates more accurate patient identification.

Feature: Efficient Workflow

Benefit: Transfusion service daily workflow efficiency can be improved with the use of features such as online worksheets to allow the batch processing of specimens and batch modification of blood products. The SoftBank system also provides users the option of using automatic interpretation; the system will enter a result interpretation based on the entered results and logic table comparison.

Feature: Management

Benefit: Management reports assist in meeting stringent quality requirements and can be generated across facilities. Online tools such as supervisor review of daily activities—including test results, daily QC, and exception reports—enable managers to use their time effectively. Features such as audit trails and daily traces are provided for monitoring activities and changes.

Feature: Trauma-Emergency Issue

Benefit: During trauma situations, the SoftBank system will allow multiple users to perform tasks on a single patient simultaneously while maintaining patient safety. Emergency issue combines the unit selection and issuing process to provide products for a patient in a time-saving manner.

Feature: Inventory Management

Benefit: SoftBank provides tracking for various products including blood, cellular therapy, breast milk, and derivatives from receipt to final disposition. Products can be delivered into the system manually or in an electronic format. The system includes online utilization reports, inventory reports, and product history.

Feature: Component Labeling
Benefit: SoftBank provides ISBT-compliant labels and label verification during the blood product modification process. The SoftBank system can generate ISBT labels as well as interface to a third-party labeling company.

Feature: Supply Tracking
Benefit: The SoftBank system allows for the tracking and inventory of supplies used in the daily operations of a transfusion service. During component modification, users can document the supply that was used during the modification process.

Feature: Neonatal Functionality
Benefit: The SoftBank system allows the linking of a newborn to the mother using the mother's Medical Record Number. When products are selected and dispensed, the system checks the neonate's blood type as well as the mother's blood type. For qualifying specimens, the system will allow the neonatal specimen to be valid for up to 120 days without requiring additional testing or crossmatches.

SAMPLE SCREENSHOTS

Order Status Monitor

Displays Blood Bank orders in real time. This user-friendly tool can be used to quickly identify the priority of pending workload. Information can be customized to allow for ease of workflow.

MR#	Name	AB	Needs	ABO Rh	Order	EIXM	Test	Product	Action
BUR55123	JAMES BURTON			O P	A909000001 COMPLETED		**XMIS** P (13 days ago) **XMIS** P **ICT** C **ABO** C **RH** C	*RC P (17 days ago)	
PM34881	MABEL PETERSON			O P	A909000005 COMPLETED		**RH** C (17 days ago) **ICT** C **ABO** C	*RC R (17 days ago)	
TRAUMA1202	JAN2020 TRAUMA				A913000002 RECEIVED Monday 01/13/20 15:00		**ABO** R (13 days ago) **RH** R **ICT** R **ABO** R **RH** R	*RC R (13 days ago) **FFP** R	
XW00000204	THOMAS YOUNG			O P	A909000000 COMPLETED		**ABO** C (17 days ago) **ICT** C **RH** C	*RC R (17 days ago)	
WK123111	KELLY WINSTON			A N	A909000002 RECEIVED Thursday 01/09/20 13:12		**XMAHG** R (10 minutes 29 seconds ago) **CLERK** C **HEMOL** C **TXDAT** C **XMAHG** C **XMAHG** C **XMAHG** C **ABID** C **ABO** C **RH** C **ICT** C **ABO** C **RH** C	*RC P (17 days ago) **PPH** P	**MFac8** R (17 days ago)
HS2345	STEVE HOWARD			O N	A909000006 RECEIVED Thursday 01/09/20 17:05		**ABO** V (17 days ago) **RH** V **ICT** V		
JM343423	MARTIN JACKSON			O P	A913000007 RECEIVED Monday 01/13/20 15:32		**ABO** C (13 days ago) **ICT** C **RH** C **RH** R **ABO** R		
921	TOM CASE			O P	A829000001 RECEIVED Sunday 12/29/19 14:46		**ABO** R (28 days ago) **RH** R **ICT** R	*RC R (28 days ago)	
MR000019	JAN SMITH			O P	A907000001 RECEIVED Tuesday 01/07/20		**ABO** R (19 days ago) **RH** R **ICT** R	*RC R (19 days ago)	

Patient Caution Window

Displays pertinent patient information. The display can include special messages, antibodies, antigens, most recent antibody screen, last indate specimen, HLA information, ABO/Rh Typing difficulties, transfusions, transfusion reactions, autologous, directed, or held units, BB-linked patients, and MPIS information.

SOFTBANK - PATIENT Orders - Display
1-PATIENT 2-DONOR 3-INVENTORY 4-RESULTS 5-MANAGEMENT 6-SETUP Quit
NewAdd Print Cancel Modify Display reView Actions Results Xmatch Units Transf Omove Quit

Select patient.
Last Name: WINSTON   First Name: KELLY   Middle Name: ANNE
MR#: WK123111   Messages: ☑   Antibodies: ☑   Antigens: ☐   ADH Units: ☐   Transfusions: ☑
SS#: - -   Sex: F   DOB: 11/22/1970   Last Transfusion Date/Type: 01/09/20 C   ABO/Rh: A   NEG
Admitted: 01/09/20   Attended by: ABBOTT SUSAN   Discharge date: / /
Location: WEI-10N
Billing#: 1123414   Diagnosis:

Patient Requirements
IRRADIATED PRODUCTS NEEDED   01/09/20 13:14 by 30202
LEUKOREDUCED PRODUCTS REQUIRED   01/09/20 13:21 by 30202
Patient data edited   01/09/20 13:18
Antibody screen: POS   01/09/20 13:12   Ord#: A909000002
Antibodies:
Anti-Kell   (a-K) 01/09/20 14:44 by SCC   T
Anti-E   (a-E) 01/09/20 14:44 by SCC   T

1 Transfusions (1 cellular)
Transfusion Reactions: Order#
FEBRL W035619500071 ARI   01/09/20 15:03 to 15:18 A909000002

The U.S. Food and Drug Administration has granted 510(k) clearance to SCC's SoftBank version 25.5 (BK140128 08/05/2014).

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