



ARTERY TUTORIAL

Hospital requests and job numbers

From a ward's request to a numbered job on the board

For: controllers, admins and ward staff

Artery v4.00 · October 2026

The screenshots use a made-up group, Wychwood Blood Bikes. Every name, hospital and phone number in them is fictional.

arterybb.uk

What this tutorial covers

Hospitals and wards can ask your group for a delivery themselves, on your **request page**, without phoning. This tutorial follows one request from start to finish: how ward staff fill it in, the reference they are given, how Control accepts it, and how the ward's page then shows the **job number**. It also explains how Artery numbers every job, whichever way it was made.

Not an emergency line

The request page is for planned and routine requests. Anything that cannot wait for a volunteer to respond must still come by **phone**. Say this every time you give a ward the access code.

How job numbers work

Every job gets its number from Artery's server, from **one sequence a day** that every way of making a job shares: the normal job form, a phone job and an accepted hospital request. Two controllers can never be given the same number.

Example	What it means
J08104	J for job, then the day (08), the month (10) and the day's count (4): the 4th job on 8 October.
J08105P	The 5th job that day, taken over the phone (P).
J08106H	The 6th job that day, from a hospital request (H). It gets its number when Control accepts the request.
R08103	A request reference (R), given to the ward the moment they send it: the 3rd request on 8 October.

- The letter stays with the job everywhere: on the board, in History and in exports.
- Once a request is accepted, the ward's page shows the job number instead of the request reference, and the job's notes say which request it came from. Search History for either.
- If the server can't be reached for a moment, the console uses its own count and warns you that the number is **provisional**.

Part 1: for ward and hospital staff

This part can be printed and left by the ward phone.

1. Open the request page

Go to the address your blood bike group gave you: their Artery address with */r* on the end. If your ward has a poster with a QR code, scan it with a phone camera instead.

2. Your details

1. Type the **access code**. Capitals do not matter. If you used your ward's own code (from its poster), your hospital, department and ward are filled in for you.
2. Give **your name**, your **ward or department**, and a **contact phone** the controller can ring. A ward or bleep number that will still be answered if you go off shift is best.
3. **Remember my details** saves your name and number on that device for next time. Leave it unticked on a computer other people use.

Step 1 of the request: who is asking.

No patient details

Never put a patient's name or anything that identifies them anywhere on the form.

3. Collection and delivery

Start typing the hospital name (two or three letters is enough) and pick it from the list, then the department and the ward or room, for both ends. The $\updownarrow$ button swaps them round. Somewhere not on the list can be typed in full.

02 Collection and delivery ⓘ

Pick the hospital, then tell us the ward or room at each end.

Collect from *

Wychwood General Hospital

Pathology

Specimen reception

↕

Deliver to *

Sherwood Royal Infirmary

Haematology

Lab reception

7 sites available — start typing a name. Anywhere not on

91% COMPLETE

Send request

Where it is collected from and where it is going.

4. What is being carried

Tick each kind of item and set **how many** with the – and + buttons. Choose **Other** and describe it if it is not listed.

03 What is being transported? ⓘ

Select one or more items. Add quantities only where useful.

Blood products
Blood, plasma or platelets

Samples
Pathology or laboratory

QUANTITY: – 3 +

Medication
Urgent medicines

Donor milk
Human milk delivery

Equipment
Small clinical equipment

Other
Add a custom item

READY TO SEND
1 item · ASAP

Send request

Items and how many of each. The rider counts them at collection and at delivery.

5. How urgent, and notes

Choose **Routine** or **Urgent** (urgent only if it is time-critical), and **Specific time** if it must arrive by a certain time. Add notes for the rider: which door, who to ask for, how to handle it. Then press **Send request**.

04 Priority and timing ?

Tell the controller how time-sensitive this delivery is.

Priority *

☒ **Routine**
Next suitable rider

☐ **Urgent**
Time-sensitive delivery

Needed by *

☐ **As soon as possible**
No fixed deadline

☒ **Specific time**
Set a deadline

Required by *

READY TO SEND
1 item - Thu 8 Oct 23:00

Send request

Priority, a needed-by time, and notes for the rider.

6. Your reference

As soon as it is sent you get a **request reference** such as **R08101**. Quote it if you ring the group. Keep the page open: it updates by itself.

REQUEST SENT

Your request is with the controller

Keep this page open. The latest status will appear here when the controller responds.

REQUEST REFERENCE

R08101

Request sent
21:51

Waiting for controller review
Please keep this page open

Rider arranged
Pending controller response

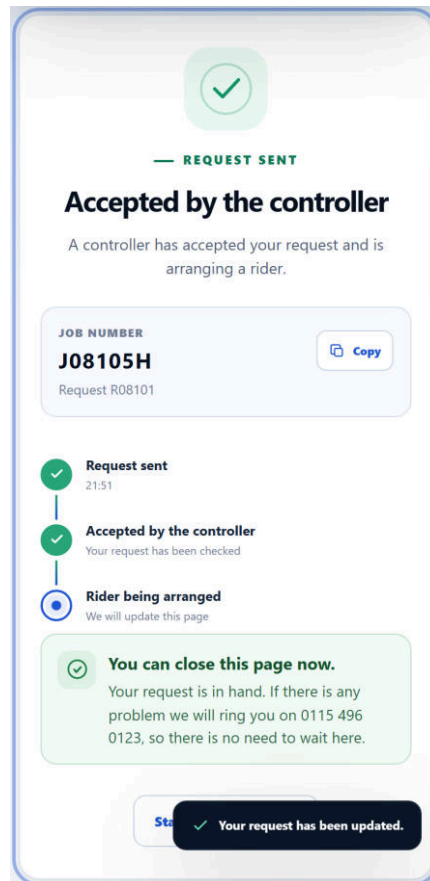
Start another request

Sent. The request reference, waiting for a controller.

7. Following it

When a controller accepts the request, the page changes to **Accepted by the controller** and shows the **job number** (for example J08105H), with the request reference underneath. From then

on it shows the job being collected and delivered. Once it is accepted you can close the page: if there is a problem the controller will ring the number you gave.



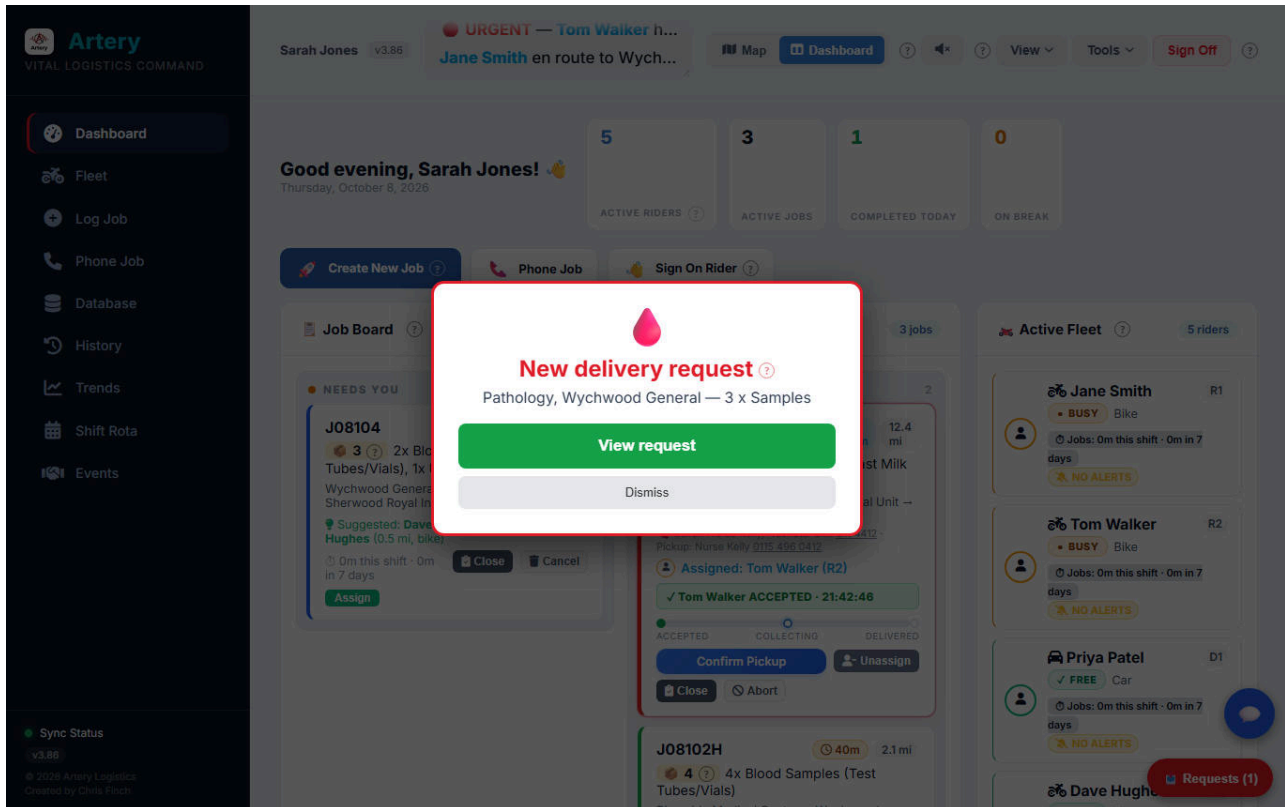
Accepted: the job number replaces the request reference.

If the group cannot take it, the page says so and gives the controller's reason.

Part 2: for controllers

1. A request arrives

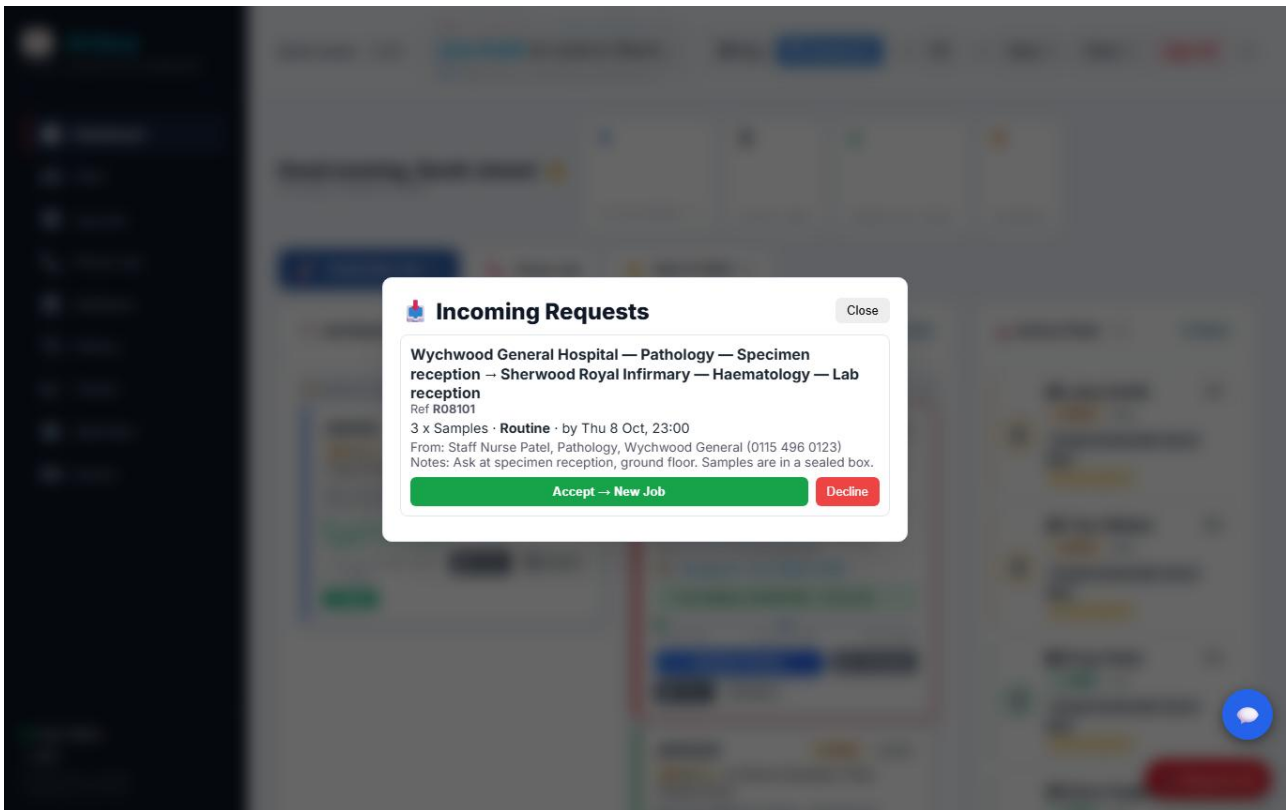
Every console signed in gets an alert with a repeating chime: **New delivery request**, with where it is from and what it is. A red  **Requests** button stays bottom-right while any request is unanswered.



The alert on the Dashboard. The Map view shows the same.

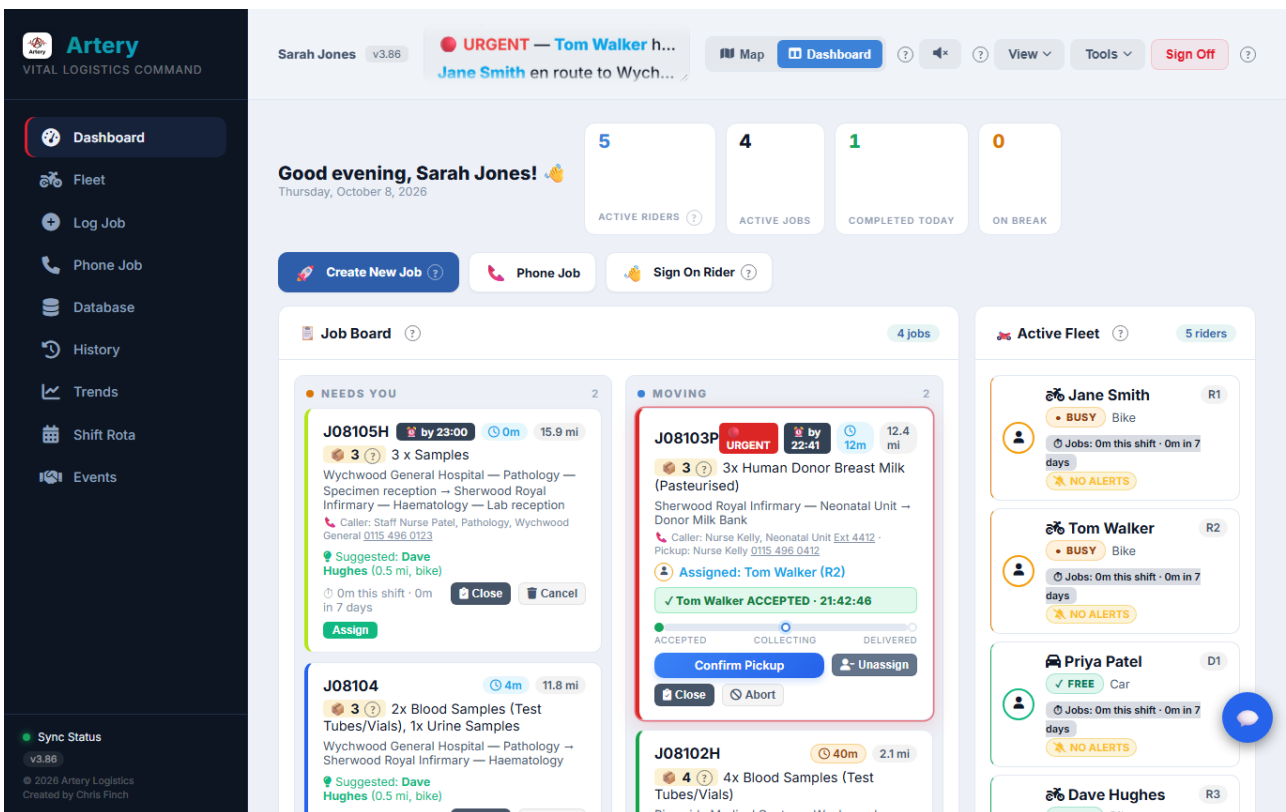
2. Accept or decline

Press **View request** (or the  Requests button). Each request shows its route, its **R** reference, the items, the priority and needed-by time, who asked and their number, and their notes.



Incoming Requests: Accept → New Job, or Decline.

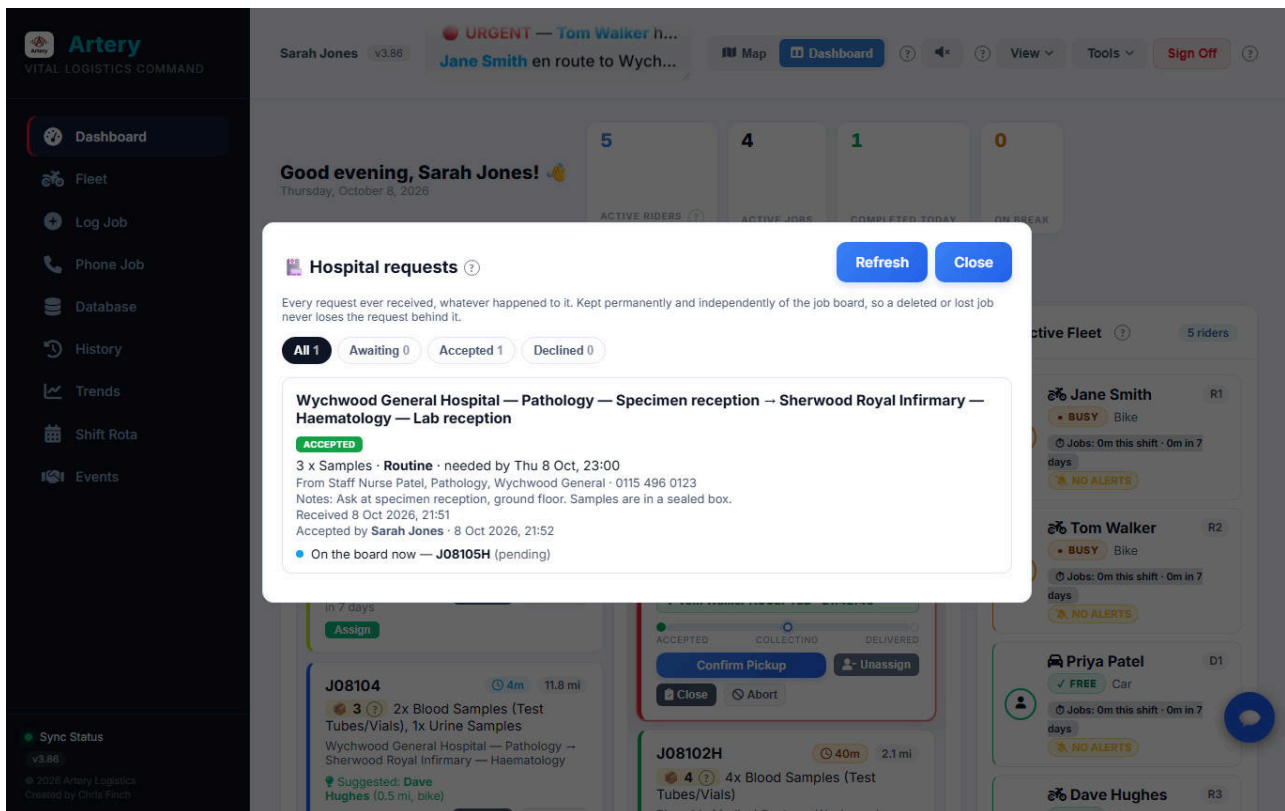
- **Accept → New Job** puts it on the board as a pending job with its own **H** number, the caller and their number, and the needed-by time already filled in. Then assign it like any other job.
- **Decline** asks for a reason. The ward sees it on their page, so make it helpful (e.g. "No rider available before 18:00, please phone us").



The accepted request on the board as an H job, with the caller and needed-by time.

3. The request log

Tools → **Hospital requests** lists every request ever received, whatever happened to it: awaiting, accepted (with the job number and where it is now) or declined. It is kept separately from the board, so a deleted or lost job never loses the request behind it, and you can put it back on the board in one step.



The request log: what was asked, who decided, and the job it became.

4. Access codes and ward posters (admins)

A ward needs an access code to use the page. There are two kinds:

- **Your group's shared code**, set when your group was set up. Pass it only to clinical staff.
- **A ward's own code**. In the Database Manager, **Locations** tab, choose the hospital (and the department and ward if you like) and press **Issue**. Leave the box empty for Artery to make a four-letter code, or type your own. Press **Print** for a poster with the code and a QR code. Staff who use it get their hospital, department and ward filled in.

A ward code can never be the same as a volunteer's password or your shared code. If a poster goes missing, **Revoke** that one code and print a new one; nothing else changes.

Good practice

Tell every ward: requests are for routine work, the page updates by itself, and they will be rung if there is a problem.

Answer requests quickly. An unanswered request keeps chiming on every console until someone does.