



Frequently Asked Questions

Online Medical History Questionnaire and Donation Process

What is Fast Lane?

Fast Lane is a web-based program that allows blood donors to answer required medical history questions independently and in a private setting using your computer or mobile device at a time that is convenient for you.

How long does it take?

The process is simple and take approximately 10 – 15 minutes to complete. Additionally, Fast Lane trims down the entire donation process by nearly 20 – 25 minutes.

How far in advance can I complete my medical history questionnaire using Fast Lane?

The U. S. Food and Drug Administration regulates the nation's blood centers and requires that donors complete the online Fast Lane questionnaire on the same day of your blood donation. Online interviews completed prior to 12:00 a.m. the day of donation will be invalid, and you will have to repeat the interview at the time of your donation.

Can I access the questionnaire from my smartphone or tablet?

Yes, as long as the device uses a compatible browser (*see technical requirements and limitations*). Once the questionnaire is complete, save the Fast Lane Ticket to your device to present to our staff.

What are the technical requirements and limitations?

Fast Lane is compatible with the following browsers and operating systems:

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari
- Adobe Acrobat Reader and a printer will be needed to print your fast track ticket upon completion of the questionnaire; however, it is not required.

What if I can't access Fast Lane?

We make Fast Lane available, securely through standard protocols, to all internet users. However, access to Fast Lane may be restricted on some employers' or service providers' networks, for reasons of their own. If you have difficulty accessing or completing the Fast Lane questionnaire, please contact the technical support team at your organization, or your service provider. We cannot provide technical support outside of our own network boundaries.

What do I need to do before I start the questionnaire?

Gather your personal information, including medications and travel information, before you begin. Visit our blood center's website to learn more about donor qualifications and eligibility requirements. Make sure you are in a confidential, private setting, and that you will not be interrupted before you complete your medical history questionnaire. Be sure to enter your name as it appears on your legal documentation.

What if I don't understand a question on the questionnaire?

If there is a question(s) on the questionnaire you do not understand, click the "Staff Assistance Required" button and skip the question by clicking on the right arrow. A staff member will discuss the question(s) with you at the donation site.

How can I contact someone for assistance while completing the Fast Lane questionnaire?

Our Donor Services staff members are available to assist with your questions. Call (504) 524-1322, Monday – Friday, between 8:00 a.m. and 4:00 p.m. If you are completing the questionnaire outside of the days or times indicated, you may perform one of the following: 1) complete the questionnaire to the best of your ability and allow our staff to review your responses at the donation site; 2) complete your online questionnaire during the days and times that our Donor Services staff members are available, or; 3) allow our staff to conduct your medical history interview at the donation site.

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

You will have the opportunity to change an answer at any time during the questionnaire process by clicking the left arrow to return to a previous question. However, once the questionnaire is complete, you cannot log back in to change a response. You may discuss your answers with a staff member at the donation site.

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

No, you cannot save the questionnaire to finish at a later time. If you end the questionnaire before completion, your responses will be lost. You can, however, complete another Fast Lane questionnaire online. Additionally, if you cannot answer all of the questions in one sitting, our staff can administer your medical history questionnaire at the donation site.

How can I print or display my Fast Lane Ticket?

You have the option of printing or saving your Fast Lane Ticket to your mobile device upon completion of the medical history questionnaire. At the end of your questionnaire, a Print button will display. Click the Print button and your Fast Lane Ticket displaying your name, gender, date of birth, date of the questionnaire, and barcode will appear. Do not exit the last page of the questionnaire or close the browser window until you are certain your Fast Lane Ticket has printed. If you are using your mobile device, simply save or take a screenshot of your Fast Lane Ticket to present to our staff. Please note that the Fast Lane Ticket is in PDF format and will require Adobe Acrobat Reader to view.

What happens if I do not bring my Fast Lane Ticket with me to the donation site?

While the Fast Lane Ticket allows our staff to access your online medical history questionnaire quicker, it is not required. Present your identification card, i.e. driver's license, etc., and inform our staff that you have completed your Fast Lane questionnaire online. If our staff are unable to retrieve your Fast Lane questionnaire, you will be asked to answer the questions again at the time of donation.

Am I required to answer my medical history questions using Fast Lane?

No, you will continue to have the option to complete your medical history interview one-on-one with a staff member at the time of your donation.

Does Fast Lane ask different questions than a typical medical history interview?

No, all blood donors are asked the same required medical history questions, regardless of the format used to answer them.

Can I simply go straight to the donor chair once I present my Fast Lane Ticket to your staff?

While completing your Fast Lane questionnaire online can help streamline the donation process, it cannot confirm your eligibility to donate blood that day. Upon arrival at the donation site, our staff will register you in our BECS computer system, access and review your completed Fast Lane questionnaire, ask any follow-up questions, and check your vitals. If all pre-donation qualifications are met, you will then be escorted to the phlebotomy area to complete your blood donation.

How do I use the calendar tool to enter my date of birth?

Please refer to the Calendar Tool guide located on TBC website.