Frequently Asked Questions
Online Donor Health History Questionnaire

What is the benefit to me for completing my health history questionnaire online before I donate?
Whenever we survey donors about how we can make their experience better, they usually say that the interview process should be simplified, shortened or automated. With this new process, United Blood Services can reduce the length of interviews on-site at a blood center or mobile drive to only essential follow-up questions. In addition, you may now complete your health history in the comfort and privacy of your own home, office or other quiet space.

Why do I have to complete the online health history questionnaire on the same day as my blood donation?
The U.S. Food and Drug Administration regulates the nation’s blood centers and requires that donors complete the online health history questionnaire the same day they 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, one of our staff will check your blood pressure and other vital signs and will review your answers and ask any necessary follow-up questions.

Your Fast Track Donation Ticket will show the date you completed the online health history questionnaire. That date must match the date of your donation. If you complete the online questionnaire before the day of your donation and bring the Fast Track Donation Ticket to the blood center or blood drive, you will have to redo the entire questionnaire before you can give blood.

How do I access the health history questionnaire?
If you’ve made an appointment to give blood (at least a day or more before your donation), you’ll receive an Appointment Reminder email that includes a link to the online health history questionnaire. You must have an email address in your donor profile to receive this email. If you don’t, please call toll-free 1-877-UBS-HERO (827-4376) and one of our staff will update your profile with your email address. Your blood drive coordinator may send you the link in an email as well.

You also can access the health history questionnaire at www.UnitedBloodServices.org (see the link on the left side of the home page) or by going directly to www.UnitedBloodServices.org/HealthHistory.html.

What do I need to do before I start the questionnaire?
Gather your personal information, including prescriptions and travel information, before you begin. Learn more about our donor eligibility criteria, including medication and travel restrictions. Make sure you are connected to a printer, that you are in a confidential setting, and that you will not be interrupted before you complete the health history form.
What if I don’t understand something on the questionnaire?
If there is a question(s) you do not understand, or if you want to talk with our staff about your answer(s), select the “Skip” button response and the Donor Care Specialist will discuss the question(s) with you at your donation appointment.

Can I stop and finish the questionnaire at a later time?
No. You cannot save the form to finish later. If you close the form before printing the Fast Track Donation Ticket, your responses will be lost. You must complete the health history questionnaire in one sitting. To ensure that your responses remain confidential, none of your information will be saved online.

How long does it take?
Most donors say it takes less than 10 minutes to complete the online health history questionnaire.

Why does my computer have to be connected to a printer before I begin my online health history questionnaire?
You must print a Fast Track Donation Ticket when you've completed the health history. Nothing is saved online. When you are ready, click on the “Print Fast Track Donation Ticket” button. Do not exit the last page of the questionnaire or close the browser window until you are certain your ticket has printed.

After I respond to a question, can I change it later?
Once you complete the questionnaire, you will be given the option to review your responses. You may review all of them or just the ones you want. Your original response will be displayed and you will be given the option to change your response. If you don’t want to review your questionnaire, simply click on “Print Fast Track Donation Ticket.”

Why do I have to print out and bring a Fast Track Donation Ticket with me to my donation?
Since your responses to the health history questionnaire are not stored anywhere online, our staff need your printed Fast Track Donation Ticket in order to scan the barcode on it to pull up your responses and other information when you arrive to donate. If you lose or forget your ticket, you’ll need to complete another health history questionnaire online (either before you arrive or at the donation site, if available) or one of our staff will ask you the health history questions.

Why can’t I simply go straight to the donor chair once I present my Fast Track Donation Ticket to your staff?
While completing the health history questionnaire online can save you time at the blood drive or the blood center, it cannot tell you whether you are able to donate blood that day. When you arrive to donate, one of our staff will review your answers, ask any follow-up questions, check your blood pressure and other vital signs, and make sure you’re able to give blood.

I am eligible for the shortened health history interview. May I complete a shortened health history online?
Currently, there is no shortened health history questionnaire available online for donors who qualify. All donors must complete the full questionnaire online, even if they’re eligible for the shortened interview.

I don’t have a computer, printer or access to the Internet. What are my options?
You may have one of our staff members ask you the health history questions at the blood center or blood drive. Or, at donor centers and some blood drives, there may be a computer available for you to complete your online health history. This option may not be available at all times or locations.

Can I access the questionnaire from my smartphone or tablet?
The health history questionnaire is not yet compatible with mobile devices (smartphones or tablets) unless they have print capability.
Is the health history form compatible with all browsers and operating systems?

The form is compatible with the following browsers and operating systems:

- Windows XP & Vista; Windows 7 and later
- Mac OS X
- Internet Explorer 6 - 9
- Safari 3 - 5
- Firefox 6 - 7
- Chrome
- Opera 11