



FOR IMMEDIATE RELEASE
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HEALTH SCIENCES AUTHORITY
PRESS RELEASE

**HSA INTRODUCES DonorCare@HSA
AT THE 2ND WORLD HEALTH ORGANISATION
QUALITY MANAGEMENT TRAINING COURSE
IN BLOOD TRANSFUSION SERVICES**

**[1] DonorCare@HSA
- An Online Service by the Bloodbank@HSA for Blood Donors**

The Health Sciences Authority [HSA] announced today the launch of the **DonorCare@HSA**, an online service for blood donors in Singapore. Its Centre for Transfusion Medicine [CTM], which runs the Bloodbank@HSA, has developed **DonorCare@HSA**, a Donor Care Management System as part of the services provided within the National Blood Donor Programme.

2 With **DonorCare@HSA**, existing blood donors will be able to book donation appointments 24 hours a day and anytime from the comfort of their home or any place with Internet connection. Donors now need not worry about missing appointments as confirmation and reminders on appointments will be disseminated via short messaging service [SMS] or email, as according to the donors' preferences. Further, waiting time for donation will also be reduced for those who make appointments as the online system can track and avoid peak hours for the appointments. With these features, **DonorCare@HSA** makes it more convenient for the altruistic and committed volunteers with a busy lifestyle to donate blood, hence, enabling the Bloodbank@HSA to enhance the blood donation experience for donors and to better serve them.

3 In addition, donors can update their personal particulars conveniently via the Internet on the secured **DonorCare@HSA** system. While upholding donor confidentiality, the system will facilitate easy dissemination of information direct to the donors to cultivate donor relationship. **DonorCare@HSA** can also enhance donor response promptly during emergency situations, including mass civilian disasters that may use up large volumes of blood, with its limited storage life, within a short period. The Bloodbank@HSA will be able to quickly activate a considerable pool of regular donors through SMS or email to come forward to donate should there be the need to boost the blood stock.

4 Potential blood donors will be able to determine if they are suitable for blood donations by doing an online health assessment check via the 'Health Assessment

Questionnaire'. This obviates the donors from making unnecessary trips to the Bloodbank@HSA or the mobile blood drives if they are unsuitable for blood donation.

5 Regularly updated information will be made available so that donors and non-donors can learn more about the blood donation process and better understand the importance of donating regularly and of how they can contribute to blood safety. It is hoped that blood donors will find this new resource useful and that it will also encourage new blood donors to come forward.

6 To access **DonorCare@HSA**, log on to **www.hsa.gov.sg/donorcare**. New blood donors will be able to access **DonorCare@HSA** from their second donation onwards. Further developments are already in the pipeline that will continue to leverage on IT to improve the quality of the blood donation experience.

[[II] HSA Hosts the 2nd WHO Quality Management Training Course in Blood Transfusion Services in the Western Pacific Region

7 For the 2nd consecutive year, HSA will be hosting the 2nd World Health Organisation [WHO] Quality Management Training [QMT] Course in Blood Transfusion Services [BTS] this year from 11 to 30 August 2003.

8 Quality management in all areas of blood transfusion is crucial to the provision of safe blood. The WHO has identified the quality management of blood transfusion services as a key strategy for global blood safety and as a priority target for the training of all blood transfusion professionals.

9 WHO has estimated that 75 million blood donations are collected worldwide. Unfortunately, it is estimated that only 17% of the world's population has access to 60% of this global blood supply, and that 80% of the world's population has access to 20% of the safe blood supply. There is still a wide variation in the safety, quality and availability of the global blood supply.

10 WHO has therefore embarked on a quality management initiative since 1999 to promote effective quality management systems in BTS, and to facilitate comprehensive training to enable the blood transfusion professionals to implement quality in their work.

11 HSA's CTM, as the WHO Regional Centre for Quality Management Programme, is proud to host and participate in this WHO global initiative to improve the BTS quality systems in the Western Pacific Region. CTM's specialist consultants will be conducting the QMT course together with WHO experts. The participation complements and augments CTM's existing role as the WHO Collaborating Centre for Transfusion Medicine in the Western Pacific Region.

12 The QMT course aims to enable participants to learn the fundamentals of quality management in blood safety so that they can implement the system in their respective countries. The objectives of the 17-day regional QMT course are:

- To assess the current status of quality systems in blood transfusion services in participating countries
- To strengthen participants' knowledge and skills in quality management
- To assist participants to develop a plan of action for the establishment of a quality system in their own blood transfusion services
- To identify future requirements for training and staff development

13 The 1st QMT was also conducted at HSA in April 2002 and was attended by senior blood bank and health officers from 11 countries in the Western Pacific Region. This year, delegates from 15 countries in the region will be participating in the course.

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Notes To The Editor

A About Authentication by SINGPASS to use DonorCare@HSA

To perform electronic transactions through the **DonorCare@HSA**, every donor has to be authenticated. **DonorCare@HSA** leverages on SINGPASS, an authentication system, available since 1 March 03, for use in all Government e-services.

SingPass, which stands for Singapore Personal Access, is a single-factor authentication system developed to enhance the security features of the existing CPF PAL PIN System. *With SingPass, the public would only require one password to access different government bodies' services.*

Reset or request for SINGPASS is available at any CPF offices, Community Development Council and selected Community Club and Community Centre. For more details on SINGPASS, please refer to http://www.cpf.gov.sg/cpf_trans/palpin_faq.asp#G1

B List of the Countries of Delegates Attending the 2nd WHO Quality Management Training Course in Blood Transfusion Services in the Western Pacific Region

1. Cambodia
2. China
3. Cook Islands
4. Kiribati
5. Laos
6. Malaysia
7. Marshall Islands
8. Micronesia
9. Mongolia

10. Papua New Guinea
11. Philippines
12. Palau
13. Solomon Islands
14. Tonga
15. Vietnam

C About HSA's Centre for Transfusion Medicine

The Centre for Transfusion Medicine [CTM] of HSA is responsible for the national blood supply. It collects, processes and distributes blood and blood components to all public and private hospitals in Singapore.

CTM runs and manages the Bloodbank@HSA, which is located at the HSA HQ Building at 11 Outram Road, Singapore 169078. Blood donors are welcome to call the Bloodbank@HSA at Tel: 6213.5640 or 6220.0183 for further queries. For quick access to clarify enquiries relating to **DonorCare@HSA**, donors can call Tel: 6213.0626 or 6220.0183.

Blood donations can be made at the Bloodbank@HSA at the following opening hours:

Monday to Thursday	9 am - 6 pm
Friday	9 am - 8 pm
Saturday	9 am - 2 pm
Sunday	9 am - 2 pm

D About the Health Sciences Authority

At the Health Sciences Authority [HSA], we apply medical, pharmaceutical and specialised scientific expertise to safeguard public health and safety in Singapore. As one multidisciplinary agency, we serve as the national regulator of all therapeutic products by providing a seamless yet rigorous regulatory process to the healthcare and biomedical sciences industries. We also run the national blood bank, Bloodbank@HSA, protecting the integrity of the nation's blood supply. As the national reference agency, we exploit specialised scientific, forensic, investigative and analytical capabilities in order to serve the administration of justice and enhance safety in our community. For more details, visit: **www.hsa.gov.sg**