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. The online health history questionnaire can reduce the length of interviews on-site at a blood center or blood drive to only essential follow-up questions. In addition, you may 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 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 the date of the Fast Track Ticket you bring with you does not match your donation date, it will be necessary for you to complete the questionnaire on-site 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 reminder 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. (We will use your email address only to keep you informed of blood donation news, opportunities and benefits.) 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 button on the left side of the home page) or by going directly to www.UnitedBloodServices.org/CAHealthHistory.

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 donor qualifications and our 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), do not leave the question blank. Instead, select the “Unsure” button response and the Donor Care Specialist will discuss the question(s) with you at your donation appointment.

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

Once you complete the questionnaire, you may review your responses by scrolling up the page. Your original responses will be displayed and you may change any of them. If you don’t want to review your questionnaire, simply click on “Finish” and print your Fast Track Ticket using your browser’s print button. You may also discuss your answers with the Donor Care Specialist at the blood drive or the blood center.

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 Ticket, your responses will be lost. You must answer all of the questions on 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 do I have to print out and bring a Fast Track Ticket with me to my donation?

Since your responses to the health history questionnaire are not stored anywhere online, our staff must scan the barcode on your printed Fast Track Ticket to pull up your responses when you arrive to donate. If you lose or forget your ticket, you’ll be able to complete another health history questionnaire either online before you arrive or at the donation site.

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 Ticket when you’ve completed the health history. Nothing is saved online. When you are ready, click on the “Finish” button and print using your browser’s print button. Do not exit the last page of the questionnaire or close the browser window until you are certain your Fast Track Ticket has printed.

Why can’t I simply go straight to the donor chair once I present my Fast Track 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.

Why do you want to take my picture when I come to donate?

We’re incorporating photos into our secure and confidential registration system to streamline things even more. The picture that we capture can take the place of the photo ID we require you to bring. So, when you come to donate, we will ask to take your picture. Then, we’ll store it in our secure system and use it only to positively identify you when you donate. We do encourage you to bring your donor ID card with you each time you donate to help us make the registration process as efficient as possible.

What other new things can I expect as part of this new process?

We are moving to a nearly paperless system, so you’ll see some other new equipment (in addition to cameras) at the donor center and on blood drives, such as laptops, signature pads and scanners.

If you decide to complete your health history yourself at our donor center or blood drive, you’ll be able to do so using our touchscreen technology. Then, 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 don't have a computer, printer or access to the Internet. What are my options?
At the blood center or blood drive, you may use one of our computers or our staff member can ask you the health history questions.

Can I access the questionnaire from my smartphone or tablet?
The health history questionnaire is not yet compatible with donors’ mobile devices (smartphones or tablets).

Is the health history questionnaire compatible with all browsers and operating systems?
The form is compatible with the following browsers and operating systems:
• Google Chrome
• Mozilla Firefox
• Opera
• Safari
• Internet Explorer (some visual problems can be expected with older versions)