

HAVING PROBLEMS WITH YOUR FORM SUBMISSION???

We may have the solution!!!



Our Blood Institute

Cannot click on the acknowledgement box when completing the order form?

Possible Solutions:

- All text pertaining to behavioral acknowledgment must be reviewed to proceed. Please scroll through the information.
- Depending on the calibration of your computer/tablet, you may need to click around the checkbox if your device will not accept a click within the box.
- User may need to clear the cache on the device.
 - You might need to google how to clear cache from a specific platform depending on what you are using (Chrome, Safari, Edge, etc.). This Microsoft article might provide what you need: [How to Manage and Clear Your Cache and Cookies | Edge Learning Center \(microsoft.com\)](#)

Not able to submit form?

Possible Solutions:

- Verify all fields are complete. All required fields must be completed before submission can occur.
- User may need to clear the cache on the device.
 - You might need to google how to clear cache from a specific platform depending on what you are using (Chrome, Safari, Edge, etc.). This Microsoft article might provide what you need: [How to Manage and Clear Your Cache and Cookies | Edge Learning Center \(microsoft.com\)](#)
- Users are **not** able to save a partially completed form. This is a JotForms limitation that is beyond our control.

Which form should be completed for your patient?

Testosterone Therapy and Hereditary Hemochromatosis Phlebotomy Form

- **ANYTHING** related to testosterone treatment must be submitted using this form.
 - This would include but is not limited to:
 - Testosterone replacement
 - Testosterone use
 - Hormone replacement
 - Hormone medication
- **ANYTHING** related to Hereditary Hemochromatosis.

Therapeutic Phlebotomy Physician Order Form

- Use this form for any condition **NOT** related to testosterone treatment or Hereditary Hemochromatosis.



Has your submission been denied?

- This typically occurs when an error has been identified on the order. For example:
 - Patient first name / last name transposed.
 - Patient name is misspelled.
 - Incorrect DOB.
 - Incorrect form used.
 - Diagnosis is not valid
 - If the diagnosis is high iron, iron overload, high HH, or any other generic diagnosis – we are required to deny the submission. It is necessary for the underlying cause of these issues to be reported as the diagnosis.
 - Invalid Healthcare Provider signature
 - Sometimes in the rush of submitting an order on your patient's behalf, a full signature is not captured. If the field appears to be blank when the form is submitted, this will result in the submission being denied.

Would you like step-by-step instructions on how to complete your submission?

Our Blood Institute has created a video to assist with the submission of your orders. Please review!

[Instructions for Electronic Completion of Phlebotomy Order Forms](#)



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THANK YOU!!!

We hope this helped with any issues that you have experienced.
If further assistance is needed, please call (405) 419-1361.