



FREQUENTLY ASKED QUESTIONS

What is EarlyQ?

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

How long does it take?

The process is simple and takes approximately 10 – 15 minutes to complete. Additionally, EarlyQ trims down the entire donation process by 15-20 minutes.

How soon before I donate can I complete my online history questionnaire using EarlyQ?

You must complete EarlyQ AFTER 12:00 a.m. (midnight) on the day of your donation. Your EarlyQ barcode EXPIRES at 11:59pm on the day you complete the online questionnaire.

Can I access the questionnaire from my smartphone or tablet?

Yes, as long as the device uses a compatible browser (see technical requirement and limitations).

What are the technical requirements and limitations?

EarlyQ is compatible with the Internet Explorer, Mozilla Firefox, Google Chrome and Safari browsers as well as Apple and Android phone operating systems. Adobe Acrobat Reader and a printer will be needed if you want to print your EarlyQ barcode upon completion of the questionnaire. Printing is not required because you can display via your mobile device.

What if I can't access EarlyQ?

We make EarlyQ available, securely through standard protocols, to all internet users. However, access to EarlyQ may be restricted on some employers' or service providers' networks, for reasons of their own. If you have difficulty accessing or completing the EarlyQ 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 history, 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 will not be interrupted before you complete your medical history questionnaire. Be sure to enter accurately your first-time donor status (Answer Yes, if you have NOT donated with Mississippi Valley Regional Blood Center, Central Illinois Community Blood Center or Community Blood Services of Illinois previously.) and your date of birth, and to select the appropriate sex. If this information does not match our records, your EarlyQ pass will not work.

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What if I don't understand a question?

If there is a question(s) on the questionnaire you do not understand, leave it unanswered and click NEXT. A staff member will discuss the question(s) with you at the donation site.

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

Our Donor Services staff members are available to assist with your questions. Call 800-747-5401, 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 PREVIOUS button 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 EarlyQ 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 EarlyQ pass?

You have the option of printing or saving your EarlyQ pass to your mobile device upon completion of the medical history questionnaire. At the end of your questionnaire, you will be asked for your email address. The EarlyQ pass will be emailed to you. You may print it or display on your mobile device.

What happens if I do not bring my EarlyQ pass with me to the donation site?

For confidentiality reasons, the EarlyQ pass contains very little identifying information. In fact, the answers you gave are not tied to your account until you present the barcodes to the Donor Services staff. If you don't have the EarlyQ pass, you will complete the questionnaire at the blood drive or donor center.

Am I required to answer my medical history questions using EarlyQ?

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 EarlyQ 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 EarlyQ pass to your staff?

While completing your EarlyQ 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 computer system, access and review your completed EarlyQ 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 donation.