

## BeTheMatchClinical.org FAQs

### What is BeTheMatchClinical.org?

- A completely new comprehensive Healthcare Professional website
- Bringing **many** sites into one with a lot of new content
- An online resource center for our network, clinicians, payors and bioinformatics
- BeTheMatchClinical.org is the URL to access all sections

### Who is the site for?

- Network and non-Network audiences
- Four Sections:
  - Clinician section: [BeTheMatchClinical.org](http://BeTheMatchClinical.org)
    - For referring physicians and those who care for patients before, during and after transplant
  - Network section: [Network.BeTheMatchClinical.org](http://Network.BeTheMatchClinical.org)
    - For all members of the NMDP/Be The Match network (no password needed for log-in, user will be prompted to enter a password for protected content)
  - Payor section: [Payor.BeTheMatchClinical.org](http://Payor.BeTheMatchClinical.org)
    - For those who determine reimbursement
  - Bioinformatics: [Bioinformatics.BeTheMatchClinical.org](http://Bioinformatics.BeTheMatchClinical.org)
    - For immunogenetic-focused work

### Why did we develop a new site?

- Increase awareness and use of our services/resources
- Improve customer experience with many new features
- Remove barriers to transplant

### What are some of the new features of Network.BeTheMatchClinical.org?

- Site is divided by type of center (transplant centers, donor centers, ac/cc centers, etc.) for easy access to most relevant information, forms, policies, etc. The Education, Research and News sections are common areas for all.
- The [Education](#) section brings all education and training programs into one area.
- New My Account area is where users will access center-specific reports, fee schedules, and submit user access and personnel change forms.
- [Research](#) area helps users understand how we work with CIBMTR and to access protocols, IRB and more.
- For [Transplant Centers](#):
  - [Materials Catalog](#) to view and place online orders for patient, clinical, and operational resources. The filterable list helps users quickly find what they need.
  - Quickly access all the ways we can help in [Services For You](#).
  - Look up information by task (example, Search Tools: Traxis), or by policy and procedure.
- For [Donor Centers](#), [ACs](#), [CCs](#), and [Cord Blood Banks](#):
  - Similar information to current Network site, but arranged to help users quickly find what they need.

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### **What are some of the new features of BeTheMatchClinical.org?**

- Clinical information about transplant that can be used by physicians, nurses and other healthcare professionals.
- [New Slide Catalog](#): Find all NMDP and CIBMTR outcomes slides, plus all of NMDP transplant and Registry statistics. The list is filterable, to quickly narrow what is needed. Also, slides can be downloaded for use in presentations.
- [Disease information](#): Key research advances and references, outcomes slides, and referral timing guidelines.
- Order patient and clinical resources online.
- Browse research and news: Short summaries of latest research publications and NMDP/Be The Match news.

### **Who do I contact with questions?**

Questions about BeTheMatchClinical.org content should be sent to Michelle Kolb, [mkolb@nmdp.org](mailto:mkolb@nmdp.org). For technical website issues, contact the Service Center at [servicedesk@nmdp.org](mailto:servicedesk@nmdp.org) or (800) 526-7809 x8123.

### **How can someone get a log-in and password?**

- User Access Form is on the new site and available in My Account area
  - Form needs to be submitted to the primary coordinator at the center
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