

## Clinical Process Instruction Manual

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### Obtaining Registered Donation Information – Ontario Organ and Tissue Donor Process Instruction

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#### Policy:

Trillium Gift of Life Network (TGLN) is mandated to provide the opportunity to donate organs to all eligible patients/ families at end-of-life. Accordingly, TGLN has immediate access to registration information on the Health Card Registered Persons Database (RPDB) administered by Service Ontario (SO), to determine the donation preference information and exemptions of all referred potential donors with an OHIP card. Registration information is obtained at the time of referral by designated TGLN personnel and is only used for the purpose of pre-approach planning. Registration information shall not be used to change clinical treatment.

TGLN is only able to obtain donation preference information from SO for persons  $\geq 16$  years of age who have an Ontario Health Card.

Donation preference information can also be obtained from a potential donor's home province or state by calling the Organ Procurement Organization from the patient's home province or state.

#### Process:

1. For organ and combined organ-tissue donors, upon determining organ donation potential, the Referral Triage Coordinator (RTC) or Clinical Services Coordinator (CSC) looks up the patient's registered donation information.
2. For tissue exclusive donors, upon determining initial tissue donation potential, Tissue Coordinator (TC) looks up the patient's registered donation information.
3. The PRC Coordinator contacts the SO's 24/7 Help Desk to obtain the registered information from the RPDB.
4. The Help Desk Clerk is provided with the patient's:
  - Name (First, Last)
  - Date of Birth
  - Gender
  - Health Card Number
5. If the Help Desk Clerk reports that the Health Card number provided has been reported as stolen, the PRC Coordinator confirms that the correct Health Card number was provided to the Clerk. For organ donors, if the number is still identified as stolen, the RTC or CSC contacts the Organ and

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Tissue Donation Coordinator (OTDC) and asks the OTDC to confirm the identity of the person at the hospital prior to providing the registered information to the patient's substitute. For tissue exclusive donors, if the number is identified as stolen, the TC contacts HCP to confirm donor identity prior to approaching the next of kin.

6. If the RTC or CSC is notified by SO that there is a mismatch with the information provided, the RTC or CSC contacts the OTDC to notify them of a mismatch and asks them to confirm the patient information. If the OTDC can obtain corrected information, they will request the RTC or CSC to contact SO to perform another look up from the RPDB database.
7. Upon verbally obtaining the patient's registered information, the PRC Coordinator documents the donation preference information, exemptions and date information registered on the donor chart. If an email, containing the registration information, can't be obtained, the ticket number must be recorded on the donor chart.
8. Once received, the registration information from SO is reviewed to ensure that registration information (name, date of birth and donation preference information and exemptions) is consistent with the information recorded on the donor chart.
9. A copy of the registry information must be filed in the donor chart, if available.
10. If a copy of the registration information is requested for the purposes of a consent discussion and is to be sent by secured fax, the CSC or RTC will redact the patient's Health Card number prior to sending it to the requester.
11. If the donor is eligible for organ donation, the CSC proceeds as per *Donation Support Process Instruction, CPI-9-103*.
12. The CSC or RTC advises the OTDC of the patient's registered information and exemptions to provide to the family, if requested.

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#### Records:

| Record Name | Form No.<br>(if applicable) | Record Holder | Record Location | Record Retention Time (as a minimum) |
|-------------|-----------------------------|---------------|-----------------|--------------------------------------|
| Donor Chart | —                           | PRC           | PRC             | 10 years                             |

#### References:

- *Donation Support Procedure, CPI-9-103*
- *Trillium Gift of Life Network Act, R.S.O. 1990, Chapter H.20, Part II.1*