

Clinical Process Instruction Manual

Forwarding Organ and Tissue Donor/Recipient Correspondence Process Instruction

Policy:

Trillium Gift of Life Network (TGLN) is committed to forwarding correspondence between organ donor families and recipients.

The Family Services Staff (FSS) is responsible for redacting identifying information from donor/recipient correspondence and ensuring the correspondence is forwarded to the donor family or the recipient transplant coordinator.

Process:

1. FSS receives correspondence from:
 - a donor family;
 - a recipient via a transplant program; or
 - an Organ Procurement Organization (OPO) representing a donor family or a transplant program
2. FSS confirms either a TGLN number and a name for the recipient or donor in the organ allocation system (OAS) or the donor management system to find the appropriate contact information in the database.
3. For donors, FSS looks for the following confirmation information:
 - organ type
 - name of recipient
 - TGLN # of recipient
 - transplant hospital
 - date of transplant
4. For recipients, FSS looks to confirm the following information:
 - organ type
 - name of donor
 - TGLN # of donor
 - donor hospital
 - date of recovery
5. FSS verifies that the information in the database is correct and adjusts incorrect information accordingly.

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6. FSS reviews the correspondence and redacts any identifiable information related to the donor, the donor family or the recipient for privacy reasons. For correspondence that is highly edited, FSS may re-type it and send a photocopy of the redacted material. The following identifier items are edited:
 - name
 - location/ hospital
 - age
 - anything else that might be used as an identifier
7. FSS drafts a cover letter to accompany the correspondence, and sends it to the donor family or the transplant coordinator. The letter is created using either the donor family or recipient template.
8. FSS photocopies the cover letter and the correspondence from the donor family or recipient and files it in the Family Services files.
 - yellow folders are used for the donor family or recipient
 - red folders are used for well-being correspondence from FSS to donor families
9. If the correspondence is from the donor family to the recipient, FSS sends it to the transplant program or the OPO requesting that they forward the correspondence to the recipient.
10. If the correspondence is from the recipient to the donor family, FSS sends the correspondence to the donor family or the OPO.
11. In the event the correspondence gets returned to TGLN, FSS calls the donor NOK contact number first. If this is unsuccessful, FSS looks up the addressee's contact information on Canada 411 or calls the addressee's phone number that is listed in the database, when available. If new information is available, FSS updates the Next of Kin (NOK) information in the database and re-sends the correspondence to the corrected address.
12. If correspondence is not returnable, FSS contacts the donor family or transplant program coordinator to advise them.
13. In cases where the recipient dies, FSS informs the Ontario donor family or out of province OPO and returns any previously sent correspondence if the transplant coordinator sends it back. If the NOK passes away or can no longer be contacted, FSS would inform the transplant coordinator. FSS makes a note in the database that no further correspondence is possible.

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Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Retention Time (as a minimum)
Donor/Recipient Correspondence	-	Family Services Department	Family Services Department	16 years

References:

- *None*