

Clinical Process Instruction Manual

Preparation of the Organ Recipient Well-Being Letter Process Instruction

Policy:

Trillium Gift of Life Network (TGLN) is committed to fulfilling organ donor families requests of the recipients' well-being.

Family Services Staff (FSS) is responsible for obtaining information on the well-being of the organ recipient and providing this information to the donor families.

Process:

1. The well-being letter process is initiated by a request to TGLN from the donor family to receive an update on the health status of the recipient(s). Requests may take place via telephone, email, information line, or fax from other provincial Organ Procurement Organizations (OPOs).
2. Family Services Staff (FSS) opens a Well-Being Request file to record and track the enquiry and other enquiries that may follow. The following information should be included in the Well-Being Request file:
 - donor Name
 - donor date of birth (DOB) and date of death (DOD)
 - hospital where donor died
3. FSS confirms Next-of-Kin (NOK) information including:
 - name
 - address
 - telephone number
 - email Address
4. FSS uses the items above to review the organ allocation system (OAS) and gather the following information:
 - recipient name(s) and TGLN number(s)
 - name of hospital where transplant occurred
5. FSS contacts the transplant coordinators for each recipient, and the tissue banks for any tissue recipients.
6. Transplant coordinators contact FSS via telephone or email and provide information on the recipient's status.

Clinical Process Instruction Manual

Preparation of the Organ Recipient Well-Being Letter Process Instruction

7. In cases where the recipient family does not connect back with transplant coordinators or when the recipient is no longer being followed by a transplant program, the FSS advises the donor NOK. The FSS will return the correspondence to the donor family along with a letter of explanation.
8. FSS paraphrases the recipient's response and advises the donor NOK of the outcome of the well-being letter through:
 - formal letter
 - telephone call
 - email
9. FSS files the original contact document and any follow-up correspondence in the donor correspondence file.

Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Retention Time (as a minimum)
Well Being Letters	-	Family Services Department	Family Services Department	10 years

References:

- *None*