



Clinical Process Instruction Manual

Transportation Coordination of Out of Province (OOP) Living Donor Kidney Imports Process Instruction

Purpose:

The Kidney Paired Donation (KPD) Program is an interprovincial initiative operated by Canadian Blood Services (CBS) and Canada's kidney transplant programs. KPD offers the option of living donor kidney transplant to donor-recipient pairs who are incompatible due to blood type or HLA incompatibility. This is done by matching the potential recipient of one pair with the donor from a second incompatible pair, and vice versa.

Historically, participation in KPD necessitated travel by the donor to the site of transplantation, or travel by the recipient to the site of donation. The COVID19 pandemic impacted the ability to travel easily and placed additional pressures on participants in the KPD program with travel related quarantine periods in place for participants and their families. To ensure access to KPD was able to continue throughout the COVID19 pandemic in a patient-centered manner, Trillium Gift of Life Network (TGLN) and the Ministry of Health and Long-Term Care Air Ambulance Service (ORNGE) supported the coordination of KPD imports for kidney recipients in Ontario. On a go forward basis, the import of a living donor kidney process will be offered as an option to living donor and recipient pairs to support a patient-centered approach to care.

Air transportation is arranged through ORNGE according to the agreed Terms of Reference in the TGLN and ORNGE Service Level Agreement.

This document outlines the process Ontario kidney transplant programs follow for the Out of Province (OOP) import of living donor kidneys to Ontario recipients as part of the KPD program.

Process:

Transportation Coordination

1. The Ontario living donor recipient coordinator will request commercial air transportation with medical escort 5-7 business days in advance of a confirmed donor surgery date in the KPD program through the ORNGE Operations Control Centre (OCC).
2. The Ontario living donor recipient coordinator will use the *ORNGE Operations Control Centre Living Donor Kidney Transportation Request Form* (see Appendix 1) to communicate the following details required by ORNGE to book the request for the kidney import with medical escort:
 - 2.1. Primary Ontario living donor recipient coordinator contact details (name and daytime and evening telephone numbers)
 - 2.2. Date of scheduled donation



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- 2.3. Time of scheduled donation
 - 2.4. Estimated time scheduled donation will be ready for pick-up
 - 2.5. Location of scheduled donation – including name of facility and address
 - 2.6. Donor and Recipient TGLN#
 - 2.7. Donation location contact details – name and telephone number of individuals who will be handing the kidney off to the medical escort
 - 2.8. Meeting location for donation contact – precise location and directions for hand-off details for donor kidney hand-off to medical escort
 - 2.9. Kidney drop off details – location including name of facility and address, meeting location with precise location and directions for drop-off to transplant centre, drop-off location contact details (name and daytime and evening telephone numbers)
3. ORNGE will provide confirmation of booked transportation details to the primary Ontario living donor recipient coordinator once the transport details are confirmed.
 4. The Ontario living donor recipient coordinator will communicate any non-urgent updates or changes to details provided in process step 2 using the ORNGE living donor group email provided on the *ORNGE Operations Control Centre Living Donor Kidney Transportation Request Form* (see Appendix 1).
 5. The Ontario living donor recipient coordinator will communicate urgent updates or changes to the ORNGE Operations Control Manager (OM) at the number provided on the *ORNGE Operations Control Centre Living Donor Kidney Transportation Request Form* (see Appendix 1).
 6. ORNGE will provide timing related updates to the primary Ontario living donor recipient coordinator contact on the day of donation, up until the drop-off at the transplant centre (i.e. pick-up, flight departure and arrival, and final hand-off).

ORNGE Escalation Process

7. In the event any conflicts, disputes or disagreements arise, the service issue will be resolved in accordance with the following escalation process:
 - 7.1. The living donor recipient coordinator, or an authorized designate, shall attempt to resolve the service issues through dialogue with the ORNGE personnel arranging the relevant services.
 - 7.2. If the service issues cannot be resolved between the living donor recipient coordinator or designate, and the relevant ORNGE personnel, the living donor recipient coordinator or designate shall notify, and provide all relevant information to the Manager of the Provincial Resource Centre (PRC) at TGLN.



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- 7.3. The TGLN Manager PRC will contact the ORNGE OM at the OCC to discuss the service issues and at such time will provide to the OM with a summary of TGLN's understanding of the service issues, and the actual and expected impact of such service issues. The TGLN Manager PRC and the ORNGE OM shall work with one another to attempt to resolve the service issues.
- 7.4. Subsequent to the meeting of the TGLN Manager PRC and the ORNGE OM, the following occurs:
- The TGLN Manager PRC will provide the living donor recipient coordinator with direction in respect of the service issues.
 - Alternatives such as changing the donor OR time and recipient OR time will be explored.
 - The ORNGE OM shall provide all relevant ORNGE personnel with direction in respect of the service issues. Alternatives such as use of chartered flight services will be explored in exceptional circumstances.
- 7.5. If the ORNGE OM and TGLN Manager PRC are unable to resolve the service issue, and the potential issue may result in the loss of an organ, compromise the integrity of an organ, or result in loss of life of an individual, the ORNGE OM and the TGLN Manager PRC shall escalate the issue to the Director of the OCC for ORNGE.
- 7.6. If the Director of the OCC for ORNGE and the TGLN Manager PRC are unable to resolve a service issue, the issue shall be escalated to members of senior leadership at each organization to make them aware of the situation and impact in real-time, and to review and confirm that all potential options for resolution have been exhausted.

Billing

8. For each flight requested, the *Request for ORNGE Flights – Living Kidney Donation (Ontario Recipients) form, CSF-9-239* is completed by the Ontario living donor recipient coordinator and sent to finanalyst@giftoflife.on.ca. See Exhibit 1.



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Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
Request for ORNGE Flights – Living Kidney Donation (Ontario Recipients)	CSF-9-239	PRC	PRC	16 Years

References:

- No references



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Exhibit 1: Request for ORNGE Flights – Living Kidney Donation (Ontario Recipients)



Trillium Gift of Life Network
483 Bay Street, South Tower, 4th Floor
Toronto, Ontario, M5G 2C9

Tel: (416) 214-7808
Fax: (416) 214-7797
Web: www.giftoflife.on.ca

CSF-9-239

Request for ORNGE Flights – Living Kidney Donation (Ontario Recipients)

TGLN Donor # _____ Date of Transmission: _____ E-Mail to: finanalyst@giftoflife.on.ca

FLIGHT INFO Request Date: _____ Request Time: _____ : _____ am / pm
Transport Required Date: _____ Time: _____ : _____ am / pm
Date ORNGE provided details: _____ Confirmation Time: _____ : _____ am / pm

ORNGE Booking #: _____ Service Provider: _____ Flight #: _____

Kidney(s) Recovered	Recipient TGLN #	Transplant Centre	Ontario Resident	Comments
<input type="checkbox"/> Right Kidney			<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Left Kidney			<input type="checkbox"/> Yes <input type="checkbox"/> No	

Escort Service Provided: Yes No Comments: _____

BACKUP FLIGHT INFO Request Date: _____ Request Time: _____ : _____ am / pm
Transport Required Date: _____ Time: _____ : _____ am / pm
Date ORNGE provided details: _____ Confirmation Time: _____ : _____ am / pm

ORNGE Booking #: _____ Service Provider: _____ Flight #: _____

Kidney(s) Recovered	Recipient TGLN #	Transplant Centre	Ontario Resident	Comments
<input type="checkbox"/> Right Kidney			<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Left Kidney			<input type="checkbox"/> Yes <input type="checkbox"/> No	

Escort Service Provided: Yes No Comments: _____

Comments: _____

I am confirming that the information provided above is accurate and complete.

Data submitted by: _____ : _____
Print Name Signature Date Time

Instructions: * E-mail to TGLN and keep a copy on file.



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Appendix 1: ORNGE Operations Control Centre Living Donor Kidney Transportation Request Form



Operations Control Centre
Living Donor Kidney
Transportation Request

1. Primary Contact Information	
Contact Name:	
Phone (Work):	Phone (Cell):
Email:	
2. Donor Kidney Recovery Details	
TGLN Donor #:	
Scheduled OR Date/Time:	Ready for Pick-up Time:
Pick-up Hospital Name:	
Pick-up Hospital Address:	
Contact Name:	
Phone (Work):	Phone (Cell):
3. Receiving Hospital Details	
Hospital Name:	
Primary Contact Name:	
Phone (Work):	Phone (Cell):
4. Air Canada Request Details	
Preferred Primary Flight:	
Alternate Return Flight:	
5. Transport Cooler Details	
Type:	
Weight (lbs.):	Dimensions:
Visible Paperwork:	

SUBMIT

Please submit to livingdonor@orange.ca

Ornge Transportation Details	
Escort Name:	
Escort Phone:	
Flight Number and Times:	
Ornge Booking Confirmation Number:	
Contact Name:	
Email:	



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Trillium
Gift of Life
Network

Operations Control Centre Living Donor Kidney Transportation Request

Form Completion Instructions

1. **Contact Information:** Primary contact name and phone number for this donation (point of contact for any updates from ORNGE or from the Medical Escort service about these arrangements, both prior to the planned donation and as the transport is taking place up until delivery).
2. **Donor Kidney Recovery Details:**
 - a. TGLN Donor Number.
 - b. OR scheduled date and local time, and the time kidney is ready for pick up.
 - c. Name and address of hospital for donor kidney pick-up.
 - d. Name and contact number for the person who will be in possession of the kidney once it is recovered to arrange a location where they are going to meet the medical escort for hand-off.
3. **Receiving Hospital Details:** Receiving hospital name, contact name and contact phone number for the person who will be receiving the kidney upon delivery.
4. **Air Canada Request Details:** Details of the Air Canada request for the return of the organ.
5. **Transport Cooler Details:** Weight, type, dimensions and visible paperwork of cooler being used for the transport of the kidney.
6. **Ornge Transportation Details:** Once transportation details have been confirmed by Ornge (the completed request form including the Medical Escort name, phone number, flight number and times, Ornge booking confirmation number, Ornge staff member name and email responsible for booking), the form will be sent back to the primary contact making the request.

Please direct all inquiries to livingdonor@ornge.ca

If your inquiry is urgent please contact the Ornge Operations Control Manager at (1-833-401-5577).