



## Clinical Process Instruction Manual

### **Sending Pictures and Donor Medical Chart Information for Medical Consult and Determining Tissue Donor Suitability Process Instruction**

#### **Policy:**

This policy reviews the process for taking identifying and non-identifying photographs of a tissue donor and/or scans of the donor chart for medical consultation purposes. Photographs of a tissue donor and/or scans of the donor chart may be taken if deemed necessary for the purpose of determining eligibility for transplantation and/or research and teaching recovery. Most often, this will occur during the physical assessment or chart review where a physician opinion is required to assess the information to determine medical suitability. It may also be required to send the photographs or scanned copies of the medical chart to the tissue banks to determine the tissue suitability for release for transplant. TGLN will maintain the confidentiality of all photographs and scans by ensuring that additional personal information is not associated with the photographs or scans. Photos and scans may only be viewed by authorized TGLN personnel who are involved in performing tasks related to the recovery of tissue from the donor or reviewing the donor chart for purposes of quality control, quality assurance, or donor suitability determination. The authorized personnel include, but are not limited to, TGLN's medical consultants, Tissue Program's Medical Director and Ontario's Eye and Tissue Banks, Tissue on Call (TOC), Tissue Coordinators involved in the case and other in the 'circle of care' of the case. Training photos and/or training donor charts are not included in this policy.

#### **Process:**

##### **Taking Photographs**

1. For all consults, photos must be taken with the designated TGLN phone.
2. The TGLN number must be identifiable on all photographs and/or scanned copies of the donor chart.
3. Prior to taking the photo, place a ruler or measuring tape beside the questionable area to show the actual size. Place a piece of paper with the donor number within the camera field. More than one (1) photo should be taken of the finding, preferably from different distances/perspectives.
4. Identifying features on the donor's body, such as the face, should generally be avoided unless the finding requires including such areas in the photographs.



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5. Where unnecessary identifiable information is in the frame, effort will be made to minimize or hide that information.
6. Prior to sending donor medical chart information for consult, all personal information shall be redacted and the TGLN number written on the top of each page

#### **Emailing Photographs and/or Scanned Copies of the Donor Medical Chart**

7. Each picture and/or scan must be securely emailed from the designated TGLN phone to the authorized TGLN personnel or stakeholder such as the Provincial Tissue/Eye Banks, Tissue Consultants, Tissue on Calland Medical Directors.
8. Subject line of email will include the TGLN number and reason for consult (i.e. clarification of information, interpretation of results, photos). No other identifying information will be included in the email subject line. The 'MD Consult' email account will be copied (cc'd) on every email.
9. The email should summarize the case, include both positive and negative findings, be worded in a non-leading manner and must include, at minimum, the following elements:
  - Evidence of donation (i.e. ocular donor, organ donor etc...)
  - Summary of your concern(s)/question(s)/reason(s) for the consult
  - Presenting problem (reason for admission)
  - Brief summary of course of hospitalization and/or EMS treatment
  - Date of admission (If applicable)
  - Date of death
  - Cause of death
  - Past medical and surgical history
  - Last 5 days of culture results, with dates
  - Last 5 days of temperatures with dates
  - Last 5 days of WBCs with dates
  - Last 5 days of antibiotic treatment, with start and stop dates for each drug given
  - Other relevant laboratory, radiographic or pathology reports
  - Relevant sections of the donor medical record with personal information removed **MAY** be attached if they illustrate your question(s).
    - Do NOT attach the entire donor chart without a specific reason to do so.
  - Photographs of the physical finding(s) with measurements in which the donor **cannot** be identified
  - Summary of recommendations and outcomes of all previous consults (with MDs or tissue banks) on the case



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10. Once the email has been sent, a call, through the Provincial Resource Centre, to the Tissue Consultant and the TOC must be made to notify them of the required consult.
11. The TOC will be included in all information and discussions with the Tissue Banks or the TGLN Medical Advisor through the PRC. The TOC will make the final decision on the status of the case having considered all the information provided by those involved.
12. A (Multi-)Tissue Recovery Coordinator ((M)TRC) will not walk away from a consented recovery or change the recovery outcome without prior discussion with the TOC.
13. The following information must be recorded in the donor chart:
  - Tissue Type
  - Call Made By
  - Physician/Consultants Name
  - Reason for Call
  - Date-Time of Call
  - Date-Time of Call Back
  - Outcome
  - Reason for Deferral (if applicable)
  - Comments
14. Once the photo has been sent, the photo and email must be deleted from the phone, such that it cannot be recovered and the information attached to the donor chart. If files were saved to a computer they must be deleted, including from the device's recycle bin.
15. Once a response from the Medical Consultant has been received the responsible person must attach the response to the donor chart.

#### **Records:**

None

#### **References:**

None