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Operations Process Instruction Manual

Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction

Policy:

Canadian Blood Services (CBS) maintains two registries related to potential organ transplant recipients. The first is the National Organ Waitlist (NOW). The NOW provides a single system of record for identifying Canadian patients waiting for transplants and is used primarily for the identification of potential recipients of deceased donor organs. The availability of the NOW is critical to support sharing of organs between provinces. The second is the Highly Sensitized Patient (HSP) Registry. The HSP Registry is used to support national sharing of kidneys for highly sensitized patients on local kidney wait lists. TGLN's TOTAL database is connected to the CBS Canadian Transplant Registry (CTR) database and exchanges data including uploading Ontario high status recipient listings and HSP data, downloading out of province high status recipient listings and HSP data, obtaining the NOW, and uploading and downloading donor data to support sharing of organs between provinces.

On some occasions the link between the two systems is disrupted (either by a system outage or access issue) which may necessitate action by TGLN's Information Technology (IT) department and a Manual Clinical Process to CBS's 24/7 support line for the Clinical Services Coordinator (CSC) to carry out the activities that would otherwise be done electronically.

CBS will inform TGLN a minimum of 4 weeks prior to a planned shutdown of CTR for maintenance. TGLN ServiceDesk will then inform all TOTAL users of the planned shutdown of CTR via email notification. The first email is sent out 7 days prior to the planned maintenance. The second email is a reminder notice that is sent out the day of the planned shutdown. Once ServiceDesk receives notification from CBS that the CTR application is back up and running, ServiceDesk then sends out an email to all TOTAL users, notifying them that the CTR system maintenance has been completed and the system is now available. The clinical process described in this document for each action is used until the maintenance is complete.

This document provides a framework and guidelines for business continuity procedures should access be disrupted through the automated interfaces connecting TGLN and CBS Systems; iTransplant/TOTAL and the CTR.

For the purposes of this document, the TGLN IT Support may be the TGLN ServiceDesk or TGLN Application Support.

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Process:

1. This process instruction is organized into four sections. The first section titled "Error/Warning Notification" provides a description of how a CSC will be notified that an error/warning has occurred and outlines the steps required resolve the error/warning. The second section titled "Planned and Unplanned Outages: Clinical Process" details the steps the CSC will take to manually exchange data with CTR while the error/warning is being rectified by TGLN IT Support and/or CBS. The third section titled "Planned and Unplanned Outages: IT Process" details the steps TGLN IT Support will undertake to rectify the error/warning. The fourth section titled "Planned and Unplanned Outages: Post Error/Warning Review" describes the routine steps undertaken prior to, during and following a TOTAL and/or CTR outage

Error/Warning Notification

2. TOTAL alerts the CSC with an error/warning notification (either on-screen or email message) when there is a failed connection between TOTAL and CTR. The alert may be triggered when attempting to run an allocation , updating a donor record in TOTAL, updating a recipient listing in TOTAL for heart, liver or kidney, or during planned or unplanned downtime of CTR.

3. Email error/warning messages that can normally be resolved by the CSC are sent by TOTAL to the CTR Alert mailbox (using a forwarding rule on the Clinical Services mailbox) with the subject line "URGENT: TOTAL Data Exchange Error". This email alert will also be forwarded to the Email2Phone service which will initiate a phone call to the PRC CSC telephone line. CBS may also send system outage messages to this mailbox. It is the CSC Team Lead's responsibility to check this mailbox at least once per shift for error/warning messages and for ensuring the error warning messages are resolved. Directions outlining the resolution process for error/warning messages received by the CSC are outlined in Module 10 (TOTAL Urgent Email Alerts) of the TOTAL manual. Escalation to TGLN IT Support and PRC Organ-Manager should occur for any errors that cannot be resolved by the directions outlined in Module 10 of the TOTAL manual

4. Email error / warning messages requiring TGLN IT Support are sent by Total to the TGLN Application Support mailbox with the subject line "URGENT: TOTAL Data Exchange Error". After hours, these email alerts will also be forwarded to the TGLN Application Development On-Call support line. It is a TLGN Application Support responsibility to notify the CSC about errors that could impact allocation and/or recipient listings. Directions outlining the resolution process for error/warning messages received by TGLN Application Support are outlined in Module 10 (TOTAL

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Urgent E-mail Alerts) of the TOTAL manual. Escalation to the PRC Organ-Manager should occur by the directions outlines in Module 10 of the TOTAL manual.

Planned and Unplanned Outages: Clinical Process

5. During a planned outage of the CTR, the CSC does not contact TGLN IT Support and should avoid running heart, liver and kidney allocations during the outage if possible. During an outage (planned or unplanned), the following services normally facilitated through the data exchange will be affected:

- HSP kidney matching
- downloading and uploading of high status liver and heart recipients
- updates to the CTR Now Waitlist
- HLA antibody updates

6. During planned and unplanned outages, CTR Customer Support will work with TGLN to support business continuity clinical services such as:

- providing a list of high status out -of -province recipients for liver and heart allocation
- initiate running an HSP allocation
- providing a copy of the National Organ Waitlist (NOW) as necessary
- manually registering a new deceased donor in CTR
- manually registering a new high status in CTR
- manually changing the medical status of a high status recipient in CTR

7. If requested by the CTR Customer Support on-call representative, the CSC provides the following security information to verify their identification:

- first/last name
- location
- answer to predetermined challenge question S:\Provincial Resource Centre\CCDT & NDD Criteria\CBS NOW Wait List\Password.txt).

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Liver and Heart Allocation

8. For allocation of liver and/or heart during a planned/unplanned CTR outage or unexpected error, high status recipients may not appear correctly on the allocation report. The CSC will need to:

   8.1. Call CTR 24/7 Customer Support line and request a copy of the "back-up version" of the NOW so that the allocation of liver and/or heart can proceed.

   8.2. Compare the copy of the NOW with the list of high status patients in the TOTAL database or their allocation report to identify patients not listed in TOTAL.

   8.3. Manually register each out-of province (OOP) high status recipient not already in TOTAL and enter in the corresponding National Recipient ID (CTR#).

   8.4. Have a second CSC co-sign the entry being made from the "back-up version" of the NOW and upload the "back up version" of the NOW into the donor chart in iTransplant.

   8.5. Re-run allocations.

   8.6. Click "OK" to proceed with allocation when the "CTR download failure" notice is presented.

Kidney Allocation

9. For kindey allocation during a planned or unplanned CTR outage, HSP kidney matching will not be possible. If the planned system outage is expected to last more than 2hrs and/or allocation cannot wait till the system comes back online, the CSC will proceed to allocate the provincial kidney within the province.

10. For kidney allocation during an unplanned TOTAL outage, data from the Ontario donor (e.g. ABO, height, weight, human leukocyte antigen (HLA) typing, DOB, ECD status, Donor type, Consent, serology) may be manually entered into CTR by a CTR Customer Support representative/or Ontario HLA lab tech so that an HSP allocation can be run manually in CTR. The CSC will request a copy of the VxM negative list of HSP recipients from CBS and will incorporate this manual list into the TOTAL generated provincial kidney allocation report for kidney allocation.

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Donor

11. During an unplanned TOTAL outage or for any error/warning messages signifying a loss in connection between CTR and TOTAL, the CSC will work in collaboration with TGLN IT Support to manually register the donor in CTR.

12. If the TOTAL system outage is expected to last more than 2 hrs and/or allocation cannot wait until the system comes back online, the CSC will need to complete the following:

    12.1. The CSC will contact CTR Customer Support to notify them of the local outage and request assistance in registering the Ontario deceased donor manually in the CTR. The CSC will enter the required fields in the CTR Form **"LOCAL OUTAGE – Data Sheet for Manually Recording a New Deceased Donor"** (See Exhibit 1) and sends it to CTR Customer Support.

    12.2. The CSC will request HLA lab assistance with the HLA typing sections of the form.

    12.3. CTR customer service creates the new donor record and sends a written confirmation to the CSC. CTR Customer Support will also notify them of the CTD number.

    12.4. The CSC reviews and approves the change. If correct, signs, dates and returns via email or fax.

    12.5. The CSC will provide the CTD number to TGLN Application Support once known.

Recipient

13. During an unplanned TOTAL outage or for error/warning messages signifying a loss in connection between CTR and TOTAL, the CSC will work in collaboration with TGLN Application Support and CTR Customer Support to manually enter or update recipient data in the CTR.

14. If the TOTAL system outage is expected to last more than 2 hrs and/or recipient updates cannot wait until the system comes back online, the CSC will contact CTR Customer Support to notify them of the local outage and request assistance in updating or entering the recipient information manually in the CTR.

    14.1. For changes related to changing donor acceptance criteria (Age, Weight, Height), the CSC will complete the CTR Form **"Updating Donor Acceptance Criteria" section of the "CTR Customer Support – Web Services Update Request Form"**. (See Exhibit 2).

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14.2. For error/warning messages related to a failed exchange of a high status recipient medical status **update** to CTR, the CSC will contact CTR Customer Support and request assistance in changing their medical status. This step is only required for heart recipients (4, 4S) and liver recipients (3F, 4F). The CSC completes the CTR form **"DWL Recipient Record – Urgent Status Update"** (See Exhibit 3), indicating the new medical status. The CSC will send the form to CTR and verify that it was received.

14.3. For For error/warning messages related to a failed exchange of a **new** listing for a high status recipient to CTR, the CSC will contact CTR Customer Support and request assistance in creating a new listing. This step is only required for heart recipients (4, 4S) and liver recipients (3F, 4F). The CSC completes the CTR form **"DWL Recipient Record – New Urgent Status Recipient"** (See Exhibit 4), indicating the new high status listing. The CSC will send the form to CTR and verify that it was received. The CSC will provide the CTR number to TGLN Application Support once known.

14.4. For error/warning messages related to a failed exchange of a **new non-high status** recipient to CTR, the CSC will contact CTR Customer Support and request assistance in creating a new listing. The CSC completes the CTR form **"LOCAL OUTAGE - Data Sheet for Manually Recording a New Recipient Record"** (See Exhibit 5), indicating the new non-urgent listing. The CSC will send the form to CTR and verify that it was received. The CSC will provide the CTR number to TGLN Application Support once known.

Planned and Unplanned Outages: IT Process

15. TGLN IT Support, will inform all TOTAL users of the planned shutdown of CTR via email notification. For planned outages, the first email is sent out 7 days prior to the planned maintenance. The second email is a reminder notice that is sent out the day of the planned shutdown. Once TGLN IT Support receives notification from CBS that the CTR application is back up and running, another e-mail is sent out to all TOTAL users, notifying them that the CTR system maintenance has been completed and the system is now available. Refer to Exhibit 6 (planned outage email notification).

16. For unplanned outages, the first email is sent out upon TGLN IT Support being notified of the unplanned outage. Once TGLN IT Support receives notification from CBS that the CTR application is back up and running, another email is sent out to all TOTAL users, notifying them that the CTR system is now available. Refer to Exhibit 7 (unplanned outage email notification).

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17. Problems escalated to TGLN IT Support for resolution will be resolved by either TGLN Application Support (TOTAL or CTR related) or ServiceDesk(Network related).

18. TGLN ServiceDesk determines whether or not the cause of the problem is related to an internet outage, firewall issue or hardware issue.

19. TGLN ServiceDesk transfers the problem to TGLN Application Support for issues related to TOTAL that are not network related for resolution.

20. If Application Support determines the issue is not a TOTAL/TGLN issue, they contact Canadian Blood Services Customer Support (CBSCS) to have the problem investigated. CBSCS informs TGLN IT Support when the problem has been resolved.

21. If TGLN is working to resolve an issue TOTAL/TGLN related, TGLN IT Support provides hourly updates to the CSC and Manager On-Call (MOC) during this process. Once the issue is resolved, TGLN IT Support informs the CSC on how to proceed. If case activity is affected by the outage and/or error, the MOC notifies the Administrator on Call (AOC) of the situation.

22. For unresolved issues related to TOTAL, TGLN IT Support informs CBSCS that the problem has not been resolved. CBSCS continues to investigate the problem. TGLN IT Support provides hourly updates to the CSC and MOC during this process. Once the issue is resolved, TLGN IT Support informs the CSC on how to proceed. If case activity is affected by the outage and/or error, the MOC notifies the AOC of the situation.

Planned and Unplanned Outages: Post Error/Warning Review

23. Upon ServiceDesk notifying all TOTAL users that the CTR application is back up and running, TGLN's Application Support will execute a sanity test to ensure that the data exchange between TOTAL and CTR is functioning as expected. Application Support will then manually trigger a re-run of all of the jobs in the data exchange queue.

    Note: During unplanned outages, if the CTR application comes back up outside of regular business hours, ServiceDesk also calls Application Support to notify them. Upon receiving the notification via phone call, Application Support will then manually trigger a re-run of all of the jobs in the data exchange queue.

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Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
National Organ Waitlist	-	PRC	PRC	16 years

References:

- No References

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Exhibit 1: LOCAL OUTAGE – Data Sheet for Manually Recording a New Deceased Donor

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Canadian Blood Services
Société canadienne du sang

Canadian Transplant Registry

CTR Customer Support – Business Continuity Request Form
LOCAL OUTAGE – Data Sheet for Manually Recording a New Deceased Donor

Complete each section below then telephone CTR Customer Support at 1-855-274-2889, before you email this form to transplantregistry@blood.ca.

This form should be used to create a new Deceased Donor in the CTR in the event of a Local system outage. Please make sure all required fields (see *Note*) are filled out so that the record can be successfully completed.

Note:
Fields with ❶ are required to create the record
Fields with + are required to allocate HSP Kidney

PERSONAL	
❶ Patient Type:	Deceased Donor
❶ Date of Birth:	YYYY-MM-DD
❶ Gender:	☐ Female ☐ Male ☐ Other ☐ Unknown
Last Name:	
First Name:	
❶ Local ID:	

CONSENT	
❶ Consent for Donation:	☐ Consent All Organs

Heart	☐ Consented	☐ Not Consented	☐ Not Participating
Lung	☐ Consented	☐ Not Consented	☐ Not Participating
Liver	☐ Consented	☐ Not Consented	☐ Not Participating
Small Bowel	☐ Consented	☐ Not Consented	☐ Not Participating
Stomach	☐ Consented	☐ Not Consented	☐ Not Participating
Pancreas	☐ Consented	☐ Not Consented	☐ Not Participating
Kidneys	☐ Consented	☐ Not Consented	☐ Not Participating

FACILITIES	
❶ ODO:	☐ AB-CAL-SAODP – Southern Alberta Organ Donation Program.
	☐ AB-EDM-HOPE – HOPE Program – Edmonton
	☐ BC-BCT – British Columbia Transplant
	☐ MB-TMGL – Transplant Manitoba – Gift of Life Program
	☐ NS-CCODP – Critical Care Organ Donation Program - QEII Health Science Centre
	☐ ON-TGLN – Trillium Gift of Life Network
	☐ QC-TQ – Transplant -Québec
	☐ SK-STP – The Saskatchewan Transplant Program
❶ HLA Laboratory:	☐ AB-CAL-HLA – Calgary Laboratory Services
	☐ AB-EDM-HLA – University of Alberta Hospital – Histocompatibility Lab
	☐ BC-VAN-HLA – Vancouver General Hospital – Immunology Lab
	☐ MB-WIN-HLA – Transplant Immunology Laboratory – Health Science Centre
	☐ NS-HAL-HLA – QEII Health Science Centre – HLA Typing Lab
	☐ ON-HAM-HLA – Hamilton, St Joseph's Healthcare – Histocompatibility Lab
	☐ ON-KIN-HLA – Kingston General Hospital
	☐ ON-LON-HLA – London Health Science Centre – Transplantation Immunology Lab
	☐ ON-OTT-HLA – Pathology and Laboratory Medicine – The Ottawa Hospital
	☐ ON-TOR-HLA- Toronto General Hospital – UHN Histocompatibility Lab
	☐ QC-TQ-HLA – Transplant-Québec
	☐ SK-SAS-HLA- HLA Laboratory St Paul's Hospital

Please note: You must telephone CTR Customer Support at 1-855-274-2889 before e-mailing this request.

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Exhibit 2: "Updating Donor Acceptance Criteria" section of the "CTR Customer Support – Web Services Update Request Form"

Canadian Blood Services
Société canadienne du sang

Canadian Transplant Registry

8. UPDATING DONOR ACCEPTANCE CRITERIA

Use When: Requesting that CTR Customer Support update a minimum or maximum value in the acceptance criteria

RECIPIENT	CTR National ID	CTR		ODO	Choose an item.
DONOR ACCEPTANCE CRITERIA (Max. one decimal place for all values)	Maximum Donor Age				
	Min. Donor Age				
	Max. Donor Weight (kg)				
	Min. Donor Weight (kg)				
	Max. Donor Height (cm)				
	Min. Donor Height (cm)				

REQUESTOR INFORMATION

TGLN Ontario PRC - Contact Info:	Phone #'s 416-214-7807 OR 1-888-603-1399 Fax #'s 416-214-7797 OR 1-866-557-6100		
Name			
Email			
☐ *I have reviewed and confirmed that all information included in this document is correct.*			
Date	Click here to enter a date.	**Time:**	☐ AM ☐ PM

CTR Customer Support Contact Information – To be completed by Canadian Blood Services

Email	transplantregistry@blood.ca
Fax	613-260-4090
Telephone	1-855-274-2889
Agent Name	
Ticket Number:	
☐ *I have entered the information provided in this document into the Canadian Transplant Registry.*	
Date	Click here to enter a date.

Date	Click here to enter a date.	**Time:**	☐ AM ☐ PM

Please note: You must telephone CTR Customer Support at 1-855-274-2889 before e-mailing this request.

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Exhibit 3: DWL Recipient Record – Urgent Status Update

Canadian Blood Services
Société canadienne du sang

Canadian Transplant Registry

CTR Customer Support – Business Continuity Request Form
DWL Recipient Record – Urgent Status Update

Complete each section below then telephone CTR Customer Support at 1-855-274-2889, before you email this form to transplantregistry@blood.ca.

Patient Identification data	
ODO:	☐ AB-CAL-SAODP – Southern Alberta Organ Donation Program. ☐ AB-EDM-HOPE – HOPE Program – Edmonton ☐ BC-BCT – British Columbia Transplant ☐ MB-TMGL – Transplant Manitoba – Gift of Life Program ☐ NS-CCODP – Critical Care Organ Donation Program - QEII Health Science Centre ☐ ON-TGLN – Trillium Gift of Life Network ☐ QC-TQ – Transplant -Québec ☐ SK-STP – The Saskatchewan Transplant Program
Transplant Centre:	
First and Last Names:	
National Recipient ID:	
Local or Alternate ID:	

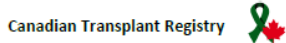| Registration – Organ Requests		
Transplant Type	☐ Single ☐ Multiple ☐ Multiple same Donor	
Organ	☐ Heart ☐ Liver	
Current Medical Status	Heart	Liver
	☐ 4 (urgent)	☐ 4F (urgent)
	☐ 4S (urgent)	☐ 4
	☐ 3	☐ 3F (urgent)
	☐ 3.5	☐ 3
	☐ 2	☐ 2
	☐ 1	☐ 1T
	☐ 0 - Offlist	☐ 1
		☐ 0 - Offlist
New Medical Status	Heart	Liver
	☐ 4 (urgent)	☐ 4F (urgent)
	☐ 4S (urgent)	☐ 4
	☐ 3	☐ 3F (urgent)
	☐ 3.5	☐ 3
	☐ 2	☐ 2
	☐ 1	☐ 1T
	☐ 0 - Offlist	☐ 1
		☐ 0 - Offlist
Organ Request State - Current	☐ Active ☐ On Hold ☐ Offlist	

Please note: You must telephone CTR Customer Support at 1-855-274-2889 before e-mailing this request.

Business Continuity DWL Recipient Record – CTR Customer Support Change Request Form v 1.0   2017-06-28 Page 1 of 2

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Exhibit 4: DWL Recipient Record – New Urgent Status Recipient

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Canadian Blood Services
Société canadienne du sang

Canadian Transplant Registry

CTR Customer Support – Business Continuity Request Form
National Outage DWL Recipient Record – <u>New</u> Urgent Status Recipient

During a national system outage use this form to add your New Urgent Status Recipient (Heart 4, 4S / Liver 3F, 4F) to the National Waitlist.

Complete each section below then telephone CTR Customer Support at 1-855-274-2889, before you email this form to transplantregistry@blood.ca.

If your Recipient is already registered in CTR and requires their Medical Status be modified to or from an urgent medical status please use the *Urgent Status Update form*.

CTR National Urgent Status Waitlist	
ODO:	☐ AB-CAL-SAODP – Southern Alberta Organ Donation Program. ☐ AB-EDM-HOPE – HOPE Program – Edmonton ☐ BC-BCT – British Columbia Transplant ☐ MB-TMGL – Transplant Manitoba – Gift of Life Program ☐ NB-NBODP – New Brunswick Organ Donation Program ☐ NL-OPEN – Organ Procurement and Exchange Newfoundland & Labrador ☐ NS-CCODP – Critical Care Organ Donation Program - QEII Health Science Centre ☐ ON-TGLN – Trillium Gift of Life Network ☐ QC-TQ – Transplant -Québec ☐ SK-STP – The Saskatchewan Transplant Program
Recipient ID: (To be Defined by CTR CS)	TEMP_____
Transplant Type:	☐ Single ☐ Multiple ☐ Multiple same Donor

Organ & Medical Status:	Organ	Medical Status
	☐ Heart	☐ 4 ☐ 4S
	☐ Liver	☐ 3F ☐ 4F

State:	Active
ABO:	☐ A ☐ B ☐ AB ☐ O
Age (in years):	
Height:	
Weight:	
cPRA: (required for MS 4S Hearts)	
List Date & Time: (in Eastern Time)	YYYY-MM-DD HH:MM

<u>**Please note**</u>: You must telephone CTR Customer Support at 1-855-274-2889 before e-mailing this request.

Business Continuity National Outage DWL Recipient New Urgent – CTR Change Request Form v 1.1   2017-07-06

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Exhibit 5: LOCAL OUTAGE - Data Sheet for Manually Recording a New Recipient Record

Canadian Blood Services
Société canadienne du sang

Canadian Transplant Registry

CTR Customer Support – Business Continuity Request Form
LOCAL OUTAGE – Data Sheet for Manually Recording a New Recipient Record

Complete each section below then telephone CTR Customer Support at 1-855-274-2889, before you email this form to transplantregistry@blood.ca.

This form should be used to Activate a new DWL recipient in the CTR in the event of a Local system outage. Please make sure all required fields (see *Note*) are filled out so that the record can be successfully completed.

Note:
Fields with ❶ are required to create the record
Fields with + are required to activate an HSP Kidney organ request

PERSONAL	
NAME	
❶ Last Name	
❶ First Name	
PATIENT PROFILE	
❶ Patient Type	Recipient
❶ Date of Birth	YYYY-MM-DD
❶ In-Utero	☐ No ☐ Yes
❶ Gender:	☐ Female ☐ Male ☐ Other ☐ Unknown
PRINCIPAL IDS	
❶ Does Patient have PHN?	☐ No ☐ Yes
❶ PHN/Home Province	
❶ PHN number	

CONTACT	
FACILITIES	
❶ ODO	
❶ Transplant Centre	
❶ HLA Laboratory	
CONTACTS	
ADDRESS	
☒ Home	+ City:
☐ Work	+ Province/State:

HEALTH	
BODY METRICS	
+ ABO	☐ A ☐ B ☐ AB ☐ O
RH	☐ + ☐ -
+ Height (cm)	
+ Weight (kg)	
KIDNEY HEALTH	
Patient on Dialysis? *(mandatory to be considered HSP eligible: Yes)*	☐ Yes ☐ No Most Recent Dialysis Start Date: YYYY-MM-DD

Please note: You must telephone CTR Customer Support at 1-855-274-2889 before e-mailing this request.

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ISSUE.REVISION: 1.2
REVISION DATE: June 19, 2018
APPROVED BY: IT Authority

Ontario
Trillium Gift of Life Network

Operations Process Instruction Manual

Business Continuity - Exchanging Recipient and Donor Data with Canadian Transplant Registry Process Instruction

Exhibit 6: Planned Outage Email Notification

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Exhibit 7: Unplanned Outage Email Notification

ServiceDesk — Trillium Gift of Life Network

SERVICE INTERRUPTION NOTICE

SERVICES IMPACTED: CTR *(TOTAL users have been Bcc'd)*

DESCRIPTION: Unscheduled CTR Production Maintenance

PLEASE NOTE: Any new listings or status changes during this time period will not be uploaded from TOTAL to CTR. Transplant programs should call the Provincial Resource Centre regarding any high status listings made during this outage.

APPLICATION / PROCEDURE NAME	APPLICATION STATUS	SERVICE DETAILS	IMPACTED AREAS - DEPARTMENTS

CTR 2.0	**Unavailable**	• At this time, the Data Exchange between TOTAL & CTR is offline and unavailable.
		
		• Please note that HLA Labs will not be able to update antibodies at this time.
		
		• During this outage, we ask that HLA labs, and Heart and Liver transplant programs follow the process below:
		
		  1. Contact TGLN's Provincial Resource Centre (PRC) by **phone at 416-214-7808 or 1-888-603-1399 to notify them of any new listings and/or status changes.** The PRC will then advise other OPO's of any high status changes.
		
		  2. If an HLA lab updates a recipient's serum sample results (PRA) in TOTAL, the data will not be transmitted to CTR. **All lab updates** that occurred during this outage **will have to be re-entered into TOTAL** upon email notification that both systems are on-line and operational.
			• PRC
			
			• HLA Labs
			
			• Heart and Liver transplant programs

TOTAL – Wait List / Allocation	Available		
TOTAL – HLA Typing	Available		
iTransplant – Push to TOTAL	Available		
iTransplant – Donor Management	Available		
iTransplant – Deceased Donor Serology Results	Available		