

## STANDARD OPERATING PROCEDURE SOP3925/4

### Manual Organ Donation Process for a Potential Organ and/or Tissue Donor in the event of DonorPath/IT network unavailability

*This SOP replaces*

*SOP3925/3.4*

**Copy Number**

**Effective**

**02/01/20**

#### ***Summary of Significant Changes***

Updated the document title for INF1425 to Care of Potential Lung DCD Donors Safety Brief. Updated the document in line with the new process for documenting referrals in DonorPath and the requirement to use FRM4228 – Potential Donor Referral in the event of a DonorPath outage at the time of referral.

Removed references to the use of fax and replaced this with NHSBT email or alternative encrypted email e.g. NHS net.

#### ***Purpose***

To guide the SN-OD in the process of taking a referral and registering a potential organ donor with NHSBT Hub Operations when DonorPath is unavailable.

#### ***Responsibilities***

**Specialist Nurse – Organ Donation (SN-OD)** – to follow the guidance in this SOP to ensure that all referral details are captured and the relevant data is transmitted to Hub Operations to allow the registration of a potential donor, whilst minimising the of transferring Patient Identifiable Data (PID).

**Administration Team** – to be aware that DonorPath is unavailable and facilitate necessary administration tasks as directed by the SN-OD/TM/RM.

#### ***Definitions***

##### **DonorPath**

The secure electronic system that SN-ODs utilise to upload clinical information about the patient. Data is shared with EOS (Electronic Offering System) which can be accessed by the RCPoCs, so decisions can be made on whether to accept organs for transplant.

##### **National Transplant Database (NTxD)**

Includes details of all donors and patients who are waiting for, or who have received, a transplant.

##### **ODR (Organ Donor Register)**

The NHS Organ Donor Register is a confidential, computerised database recording people's legal wishes in respect to organ donation.

##### **PID (Person Identifiable Data)**

Any data that can identify an individual that can be sensitive in nature.

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#### *Items Required*

[FRM4193](#) – Core Donor Data - SNOD (Used as EOS back-up)

[FRM4211](#) – Medical and Social History Questionnaire

[FMR4212](#) – Organ Donation Clinical Pathway

[FRM4039](#) – NHSBT Referral for Coroner/Procurator Fiscal

[FRM4228](#) – Potential Donor Referral

[FRM4156](#) – Organ Retrieval Information

[FRM4135](#) – NHSBT Surgical Safety Checklist

[FRM4131](#) – DCD Observation Chart

[FRM4153](#) – Proceeding and Non-Proceeding Donors after Cardiac Death

[SOP3781](#) – Receipt of a Referral of a Potential Organ Donor

[SOP5003](#) – ODT Donor Assessment Form Guidance for SNODs

#### **Fax Machine**

[SOP3649](#) – Telephone recording of organ donation clinical conversations

[MPD888](#) – Access to the Organ Donor Register

[MPD910](#) – Medical Records Entries

[POL162](#) – Donor Characterisation

[SOP5499](#) – Theatre Manual for Deceased Organ Donors is active

[INF1424](#) – Basic Guidelines for Theatre Staff at Donor Hospital

[INF1425](#) – Care of Potential Lung DCD Donors Safety Brief

[SOP5058](#) – Organ Donation from Infants < 2 years old

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STEP	DETAILS	INFORMATION
<p style="text-align: center;"><b>Note</b></p> <p>If DonorPath / IT networks are down, this means that <b>networked printers and faxes may also be unavailable</b> (e.g. ODST Regional Office Faxes and Printers).</p> <p>In this instance SN-ODs must ensure that they communicate referral/donor activity to their ODST Regional Office verbally (via telephone).</p> <p>In these instances voice recording must be used as evidence of action in addition to documenting action to the donor file (please refer to <a href="#">SOP3649</a> for detailed guidance).</p>		

#### SN-OD – Confirming DonorPath &/or ODR Check availability

1. Confirm that DonorPath (iPad & Web versions) &/or ODR checking is unavailable.	1.1. Confirm with TM/RM that DonorPath &/or ODR checking is unavailable.  OR  1.2. If TM/RM unavailable confirm with Hub Operations that DonorPath &/or ODR checking is unavailable.	DonorPath may become unavailable at any time during the on-call period, therefore regional TM/RM may not be available out of hours and the Hub Operations should be contacted in the first instance.
2. Document potential donor referral	2.1. If DonorPath is unavailable at the time of a referral is made the referral should be documented on <a href="#">FRM4228</a> – Potential Donor Referral.	
3. Are you able to check ODR Registration online?	<div>No</div> <div>4</div>	<div>Yes</div> <div>5</div>

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STEP	DETAILS	INFORMATION
4. Request ODR Registration check.	<p>4.1. Telephone Hub Operations.</p> <p>4.2. Request ODR Registration Check.</p> <p>4.3. Provide required information, which includes:</p> <ul style="list-style-type: none"><li>• Patient Name</li><li>• Date of Birth</li><li>• NHS Number (if available)</li><li>• Post Code of place of residence</li></ul> <p>4.4. If patient on ODR, request hard copy for faxing (where possible)</p>	<p>In the event that DonorPath is unavailable, other IT based systems may also be unavailable.</p> <p>If the ODR is unavailable for SN-ODs to check online then the responsibility falls to the Hub Operations staff, who will already have increased workloads. In this event and to prevent additional work, best practice would indicate that obtaining a hard copy of the ODR registration will help both the SN-OD and the Hub Operations staff, by minimising multiple requests.</p>

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STEP	DETAILS	INFORMATION
<b>SN-OD – Registering Potential Donor (requesting ODT Donor Number)</b>		
5. Following consent/authorisation, if EOS is available the Core Donor Data ( <a href="#">FRM4193</a> ) can be entered there and a donor number will be generated. If EOS is unavailable provide verbal Person Identifiable Data (PID) to Hub Operations via telephone conversation to generate ODT donor record number.	<p>5.1. If EOS is unavailable following consent/authorisation, telephone Hub Operations to provide mandatory donor details which include:</p> <ul style="list-style-type: none"> <li>• Patient Name</li> <li>• Date of Birth</li> <li>• Donor Hospital</li> <li>• Blood Group (if available)</li> </ul> <p>5.2. Receive ODT Number from Hub Operations staff.</p>	
6. If EOS is unavailable complete <a href="#">FRM4193</a> (Core Donor Data Form) and <a href="#">FRM4211</a> (Medical and Social History Questionnaire) both without PID. Regardless of EOS availability the <a href="#">FRM4211</a> (Medical and Social History Questionnaire) will need to be scanned and emailed to Hub Operations (the Genius Scan App can be used for this).	6.1. Ensure all PID and relevant clinical information is completed on <a href="#">FRM4193</a> and <a href="#">FRM4211</a> prior to contacting Hub Operations.	
7. Contact Hub Operations to inform them of incoming email	<p>7.1. Telephone Hub Operations</p> <p>7.2. Confirm ODT number of potential organ donor</p> <p>7.3. Confirm the correct email address</p>	<b>Email – <a href="mailto:odthub.operations@nhsbt.nhs.uk">odthub.operations@nhsbt.nhs.uk</a></b>
8. Email <a href="#">FRM4193</a> and <a href="#">FRM4211</a> to Hub Operations using the Genius Scan App or alternative encrypted email	8.1. Email <a href="#">FRM4193</a> and <a href="#">FRM4211</a> to <a href="mailto:odthub.operations@nhsbt.nhs.uk">odthub.operations@nhsbt.nhs.uk</a> using an NHSBT email address or an alternative encrypted email e.g. NHS net	<a href="#">FRM4193</a> and <a href="#">FRM4211</a> is the <b>only</b> paperwork that is to be emailed to Hub Operations to register a patient as a potential organ donor. Any other paperwork that is used for data collection purposes must not be emailed and is kept for local donor records <b>only</b> .

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STEP	DETAILS	INFORMATION
9. Confirm receipt of the email with Hub Operations	9.1. Telephone Hub Operations 9.2. Confirm that an email has been received with the same ODT number. 9.3. Confirm the number of pages received.	
10. Confirm mandatory information with Hub Operations	10.1. Confirm blood group of patient with Hub Operations 10.2. Confirm height of patient in <b>centimetres</b> with Hub Operations 10.3. Confirm height of patient in <b>inches</b> with Hub Operations	
11. Confirm with Hub Operations that data from <a href="#">FRM4193</a> and <a href="#">FRM4211</a> has been submitted to NTxD	11.1. If Possible SN-OD should access EOS or EOS Mobile to review the core donor data and patient assessment PDFs 11.2. If unable to access EOS or EOS Mobile request that Hub Operations email a PDF of core donor data and patient assessment to SN-OD 11.3. Following review the SN-OD should confirm with Hub Operations by telephone that the data is accurate and complete	

#### SN-OD – Offering Organs

12. Are you ready to begin offering sequence?	<div>No</div> <div>14</div>	<div>Yes</div> <div>15</div>	
13. Continue with donor process until ready	13.1. Inform Hub Operations not ready to begin offering sequence 13.2. Continue with donor process as required in preparation for organ offering <div>13</div>		Please refer to <a href="#">POL162</a> and associated procedural documentation for detail on ensuring complete donor characterisation and <a href="#">MPD884</a> for further guidance on arranging solid organ retrieval and offering




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STEP	DETAILS	INFORMATION
14. Agree responsibility for offering	<p>14.1. Confirm readiness with Hub Operations to begin offering organs</p> <p>14.2. Agree responsibility for offering specific organs to RCPoCs.</p> <p>14.3. Document agreed responsibilities for donor documentation.</p> <p>14.4. Sign, date and time the entry.</p>	<p>If EOS or EOS Mobile is unavailable, there will be additional requirements placed upon Hub Operations.</p> <p>Therefore, the national agreement for offering organs may need to be altered and the SN-OD may be required to offer more organs than usual.</p> <p>This decision must be agreed and clear areas of responsibility agreed between the SN-OD and Hub Operations.</p>
15. Confirm offering sequence	<p>15.1. Confirm offering sequence for each organ</p> <p>15.2. Document offering sequence utilising donor documentation/<a href="#">FRM4212</a> Organ Donation Clinical Pathway</p>	<p><a href="#">FRM4212</a> Organ Donation Clinical Pathway can be used to document the offering sequence for the majority of organs.</p>
16. Are the RCPoCs able to access EOS or EOS Mobile?	<div>Yes</div> <div>18</div> <div>No</div> <div>19</div>	
17. Offer Organs to Recipient Centres	<p>17.1. Commence offering organs in sequence provided by Hub Operations.</p> <p>17.2. Telephone RCPoCs sequentially.</p> <p>17.3. Use voice recording system as evidence of action.</p> <p>17.4. Explain to the RCPoC(s) that EOS is unavailable for NHSBT staff <b>only</b>.</p> <p>17.5. Provide RCPoC(s) with ODT number, case and hospital IDs</p> <p>17.6. Await decision from RCPoC.</p> <p>17.7. Proceed with offering of organs until all centres declined or organ is accepted.</p>	<p>Please refer to <a href="#">MPD884</a> Organising Solid Organ Retrieval for detailed guidance on offering organs.</p> <p>Refer to <a href="#">SOP3649</a> for guidance on how to utilise telephone recording system for organ donation clinical conversations.</p>

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STEP	DETAILS		INFORMATION
18. Offer organs to Recipient Centres	18.1. Commence offering organs in sequence provided by Hub Operations. 18.2. Telephone RCPoCs sequentially. 18.3. Use voice recording system as evidence of action. 18.4. Explain to RCPoC that EOS is unavailable. 18.5. Request that a verbal offer be taken. 18.6. Provide clinical offer to RCPoC. 18.7. Await decision from RCPoC. 18.8. Proceed with ongoing offering of organs until all centres declined or organ is accepted.		Please refer to <a href="#">MPD884</a> Organising Solid Organ Retrieval for detailed guidance on offering organs.  Refer to <a href="#">SOP3649</a> for guidance on how to utilise telephone recording system for organ donation clinical conversations.
19. Have organs been accepted for transplantation	No 	Yes 	
20. Inform Hub Operations and stand organ donation process down	20.1. Telephone Hub Operations. 20.2. Confirm ODT number. 20.3. Provide reasons that organs have not been accepted for transplantation. 20.4. Confirm if patient to donate tissue/eye tissue. 20.5. Complete donation process.  		Please refer to <a href="#">MPD910</a> for detail on content of medical records entry for non proceeding donation.  Please refer to <a href="#">MPD910</a> for detailed guidance on relevant paperwork to complete if patient is to donate tissue/eye tissue.



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STEP	DETAILS	INFORMATION
21. Proceed with organ donation process	21.1. Telephone Hub Operations 21.2. Confirm ODT number 21.3. Provide confirmation of Recipient Centres that have accepted organs for transplantation. 21.4. Confirm if patient is to donate tissue/eye tissue. 21.5. Proceed with organ donation process.	

#### SN-OD – Providing Donor Characterisation Information to Recipient Centres


NOTE:

When photocopying [FRM4193](#) to accompany an organ to a Recipient Centre **all PID must be removed**

22. Can the RCPoC(s) access EOS?	No 	Yes 	
23. Prepare donor characterisation documentation to accompany organ	<div>23.1. Photocopy <a href="#">FRM4193</a> to ensure that a copy of the form accompanies each organ.</div> <div>23.2. Ensure that all PID has been removed from the photocopies, which includes:<ul style="list-style-type: none"><li>• Patient Name</li><li>• Date of birth</li><li>• Hospital number</li><li>• Post Code</li><li>• NHS/CHI number</li></ul></div> <div>23.3. Ensure that a copy of <a href="#">FRM4193</a> accompanies <b>each organ</b>.</div>	<div><a href="#">FRM4193</a> (plus any continuation sheet for free text) is the <b>only</b> paperwork that is to accompany an organ that describes donor characterisation. Any other paperwork that is used for data collection purposes should not accompany the organ and must be kept for local donor records <b>only</b>.</div> <div>Copies of <a href="#">FRM4193</a> must be given to NORS team personnel for organs being transported by NORS teams.</div> <div>Please refer to <a href="#">SOP5499</a> Theatre Manual for Deceased Organ Donors for detailed guidance on other mandatory paperwork required to accompany an organ for transplantation.</div>	

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STEP	DETAILS	INFORMATION
24. Prepare documentation to accompany organs to recipient centres	<p>24.1. Complete mandatory documentation.</p> <p>24.2. Liaise with NORS retrieval team to complete mandatory organ characterisation documentation.</p>	Please refer to <a href="#">SOP5499</a> Theatre Manual for Deceased Organ Donors for detailed guidance on required documentation to accompany organs for transplantation.
25. Continue with donor process	<p>25.1. Continue with mandatory actions to complete the organ donation process.</p> <p>25.2. Document actions for the donor record.</p> <p>25.3. Sign, date and time the entries.</p> <p style="text-align: center;"></p>	<p>Please refer to <a href="#">SOP5499</a> Theatre Manual for Deceased Organ Donors for detailed guidance on actions to take to support the donor process in theatre.</p> <p>Please refer to <a href="#">MPD910</a> for detailed guidance on Medical Notes Entries for proceeding organ and/or tissue donation.</p>
<b>Additional Paperwork</b>		
<p>26. In addition to <a href="#">FRM4193</a> (core donor data) and <a href="#">FRM4211</a> (Medical and Social History) the following forms are routinely completed in DonorPath and will need to be completed on paper if DonorPath is unavailable:</p> <ul style="list-style-type: none"> <li>- <a href="#">FRM4228</a> – Potential Donor Referral</li> <li>- <a href="#">FRM4039</a> – Coroner / Procurator Fiscal Referral</li> <li>- <a href="#">FRM4212</a> – Organ Donation Clinical Pathway</li> <li>- <a href="#">FRM4156</a> – Organ Retrieval Information</li> <li>- <a href="#">FRM4135</a> – Surgical Safety Checklist</li> <li>- <a href="#">FRM4153</a> - (DCD only) Proceeding and Non-proceeding DCD information)</li> <li>- <a href="#">FRM4131</a> - (DCD only) DCD observations chart</li> </ul>	<p>26.1. Information already submitted to DonorPath prior to it becoming unavailable will already be stored and does not need to be duplicated on paper</p> <p>26.2. Data not submitted to DonorPath should be completed on the appropriate forms</p> <p>26.3. It is the responsibility of the SN-OD completing the paper form to input it to DonorPath once the system is available post-donation</p> <p>26.4. Paper forms completed at the time of donation should be scanned &amp;/or stored in the donor file</p>	SN ODs should utilise the emergency back up donor packs supplied by Donor Records Department in this instance.