

## Objective

To provide the Specialist Nurse – Organ Donation (SN-OD) with guidance on how to facilitate the mandatory recording of organ donor clinical conversations

## Changes in this version

Step 1. Telephone number for the remote voice recording service has been changed. Step 2. Importance of not interrupting the pre-recorded prompts noted, an invalid response can be detected. Step 4. Passwords are no longer 8 digits, 4-digit passwords now in use, Step 5. No longer required to dial 9 in the dialling prompts to dial a number.

## Roles

- SNOD
- Team Manager/Regional Manager

## Restrictions

- N/A

## Items Required

- Mobile Phone

## When to use voice recording

Voice recording must be carried out in these situations when a conversation is by telephone:

- Clinical information being received
- Clinical information being provided
- Consent / authorisation discussed and ascertained with donor family and discussion of patient medical history as part of the Patient Assessment
  - This must be confirmed by an initial telephone call with the patient's family member, whom consent/authorisation will be discussed and ascertained that the conversation will be recorded.
- Patient assessment with patient's family.
- Should the patient's appointed representative/family decline to be voice recorded, it would be appropriate to request a second Health Care Professional (HCP) to witness the call. If a second HCP is not available to witness the call, please escalate to a TM / RM.

## The following must be confirmed

- The patient's family agree to the conversation being recorded
- They are willing for the call to be used for training and education purposes.

**System Failure** - In the event of a technical issue, where the voice recording system does not work, the SN-OD must ensure that the telephone call is witnessed by another healthcare professional and documented for the donor record.

# SOP3649/5 – Voice Recording of Organ Donor Clinical Conversations



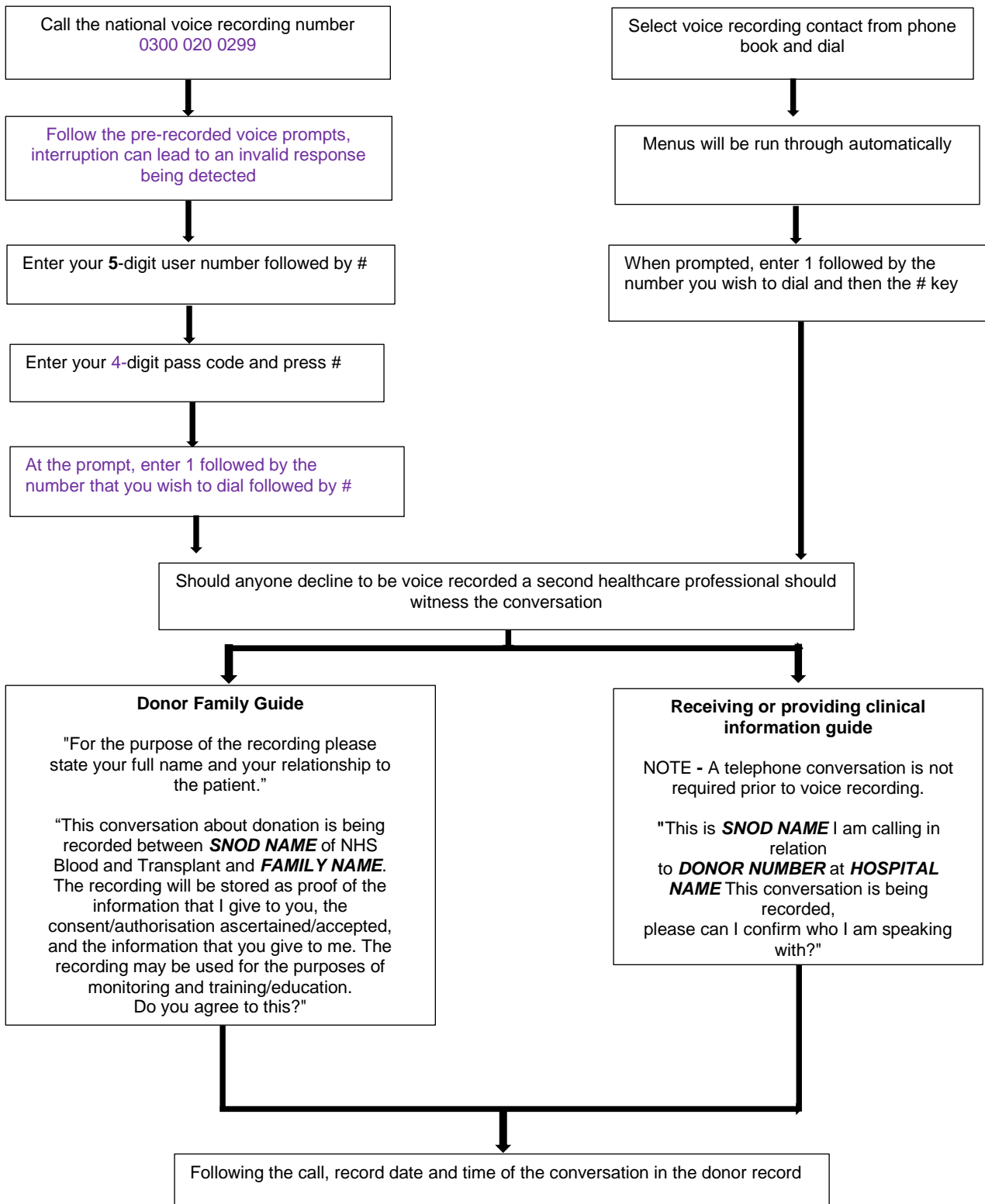
Blood and Transplant

Copy No:

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## Manual Voice Recording process

## Mobile phone shortcut voice recording process



**End of Procedure**

Controlled if copy number stated on document and issued by QA

(Template Version 03/02/2020)

## Definitions

- **Donor Family** - this may also relate to the patients appointed representative

## Related Documents / References

- N/A