

## Objective

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

## Changes in this version

Action to be taken in event of system failure where shortcode has been used.

## Roles

- SN

## 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.

## The following must be confirmed

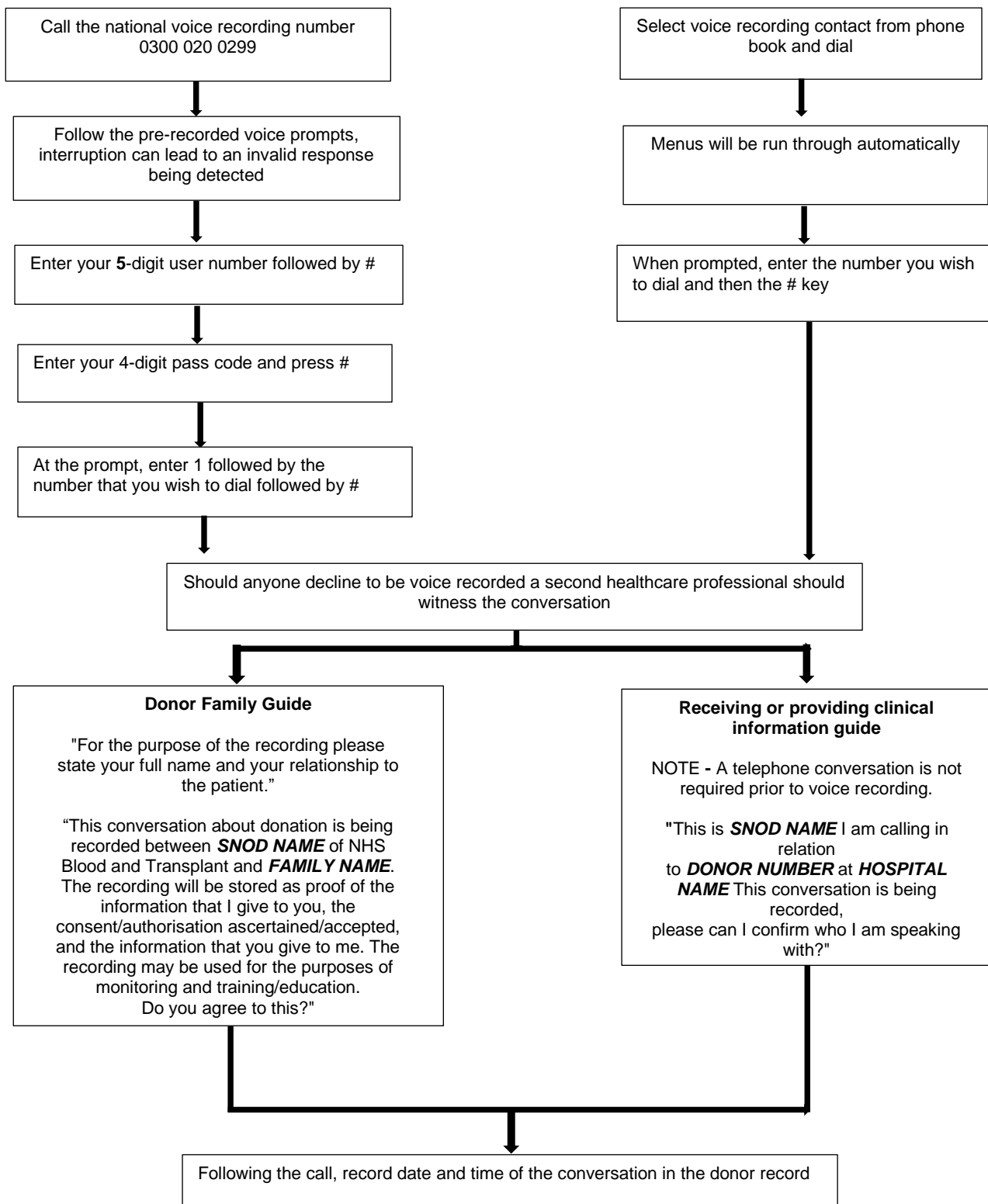
- The patient's family agree to the conversation being recorded
- They are willing for the call to be used for training and education purposes.

**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.

**Shortcut dialling** – Shortcut dialling can be set up within the SN's mobile phone following the guidance received by IT during passcode issue. In circumstances where this method is used and the system fails, SNs must use the full manual dial codes ahead of escalation to IT. The contract supplier will be unable to investigate the error if manual dial has not been used.

## Manual Voice Recording process

## Mobile phone shortcut voice recording process



## **End of Procedure**

### **Definitions**

- **Donor Family** - this may also relate to the patient's appointed representative

### **Related Documents / References**

- N/A