

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

Reference to clear documentation on DonorPath when a call involving the relay of clinical results is witnessed.

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 recording must be discussed and ascertained by an initial telephone call to the patient's family member, with whom consent/authorisation will be discussed
- 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 established

- The patient's family agree to the conversation being recorded
- Willingness 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 must ensure that the telephone call is witnessed by another healthcare professional and documented for the donor record. Where the call relates to the receipt of clinical results the SN must have the conversation witnessed. This must be clearly documented within SoE in DonorPath and include the details of the person witnessing the conversation.

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

SOP3649/7 – Voice Recording of Organ Donor Clinical Conversations



Blood and Transplant

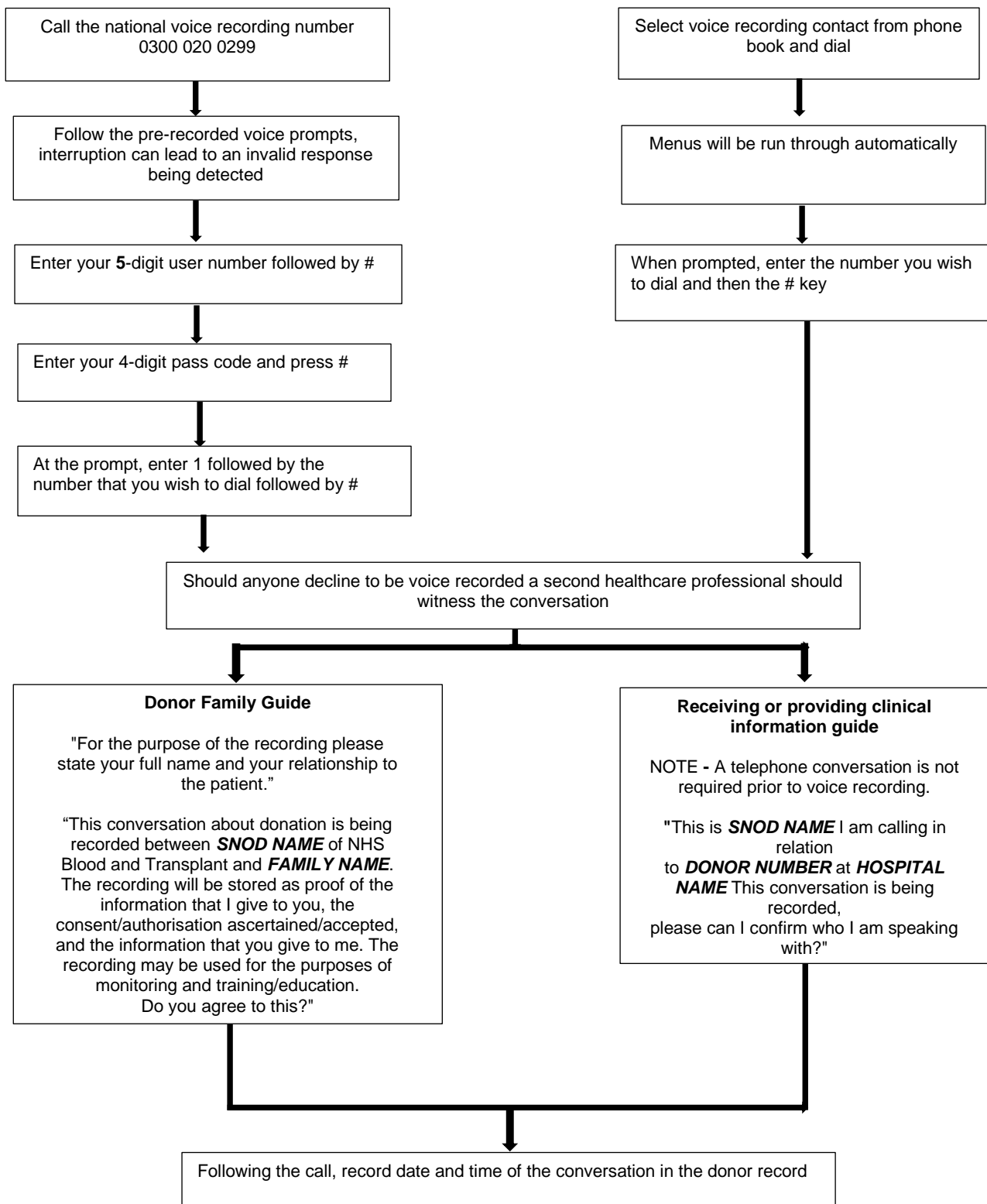
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must use the full manual dial codes ahead of escalation to IT. The contract supplier will be unable to investigate the error if manual dial has not been used.

Manual Voice Recording process

Mobile phone shortcut voice recording process



End of Procedure

Definitions

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

Related Documents / References

- N/A