

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

Clarification of 'SOP Title, Roles', 'Restrictions' and 'Items required'.

Procedural diagram updated to new format.

Reference to using voice recording by SN when completing consent/authorisation and Patient Assessment on behalf of the NRC.

Roles

- SN - Specialist Nurse – Organ Donation / Specialist Requester: Facilitate consent conversations for both organ donation, and tissue donation on behalf of the National Referral Centre (NRC) and clinical information sharing and receipt.

Restrictions

- This SOP is to be followed by a trained SN. In the event of a SN who is in training, this SOP is to be utilised under supervision.

Items Required

- Mobile Phone or land line to access individual SN NHSBT Voice Recording service account.

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 for organ and/or tissue donors (including SN consent/authorisation conversations on behalf of the NRC)
 - 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.

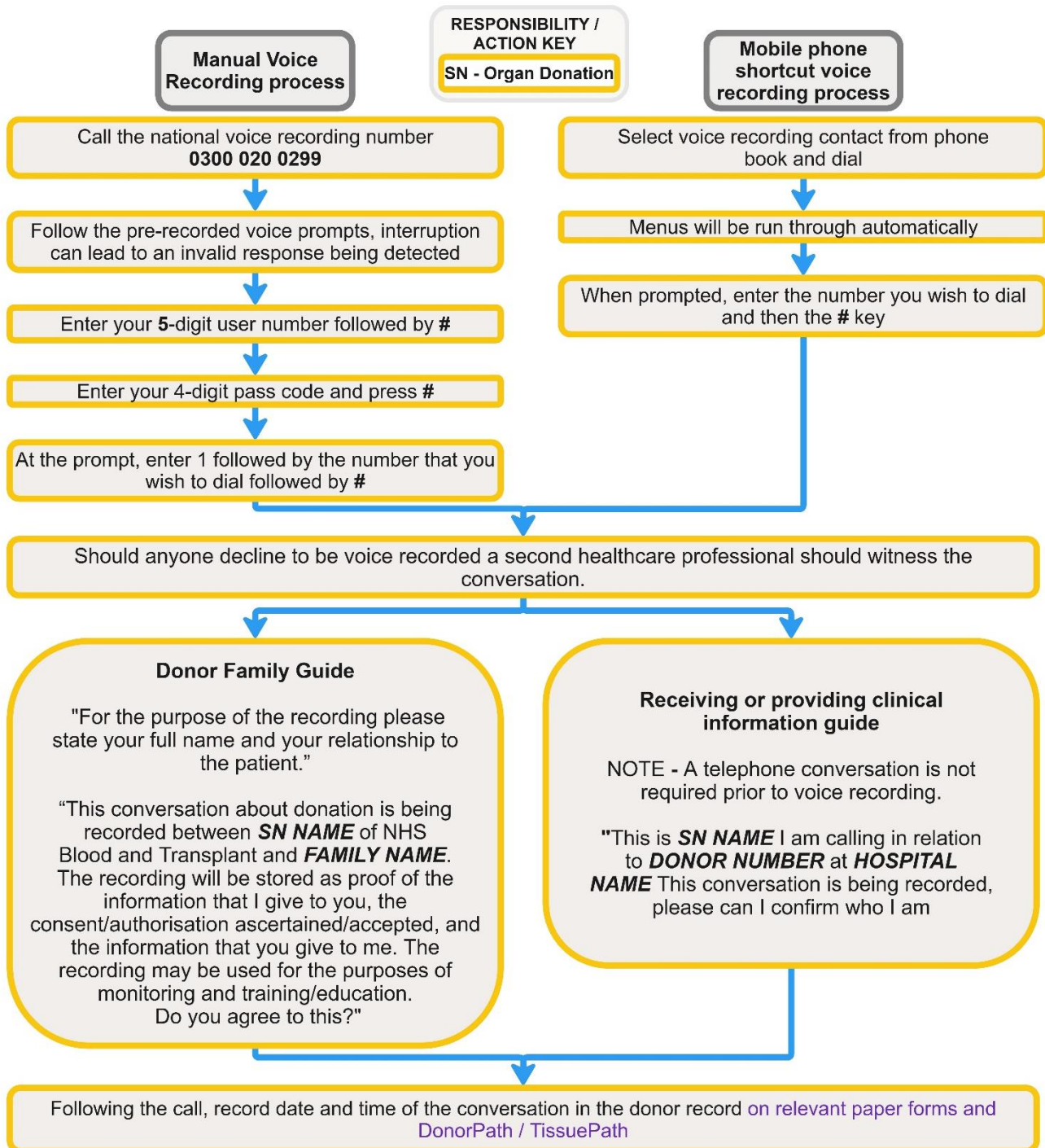
System Failure - In the event of a technical issue, where the voice recording system does not work, the SN must ensure that the telephone call is witnessed by another healthcare professional and documented for the donor record. Where the call relates to the receipt of clinical results the SN must have the conversation witnessed. This must be clearly documented within SoE in DonorPath and include the details of the person witnessing the conversation.

SOP3649/7.1 – Voice Recording of Organ and Tissue Donor Clinical Conversations



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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.



End of Procedure

SOP3649/7.1 – Voice Recording of Organ and Tissue Donor Clinical Conversations



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Definitions

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

Related Documents / References

- N/A