

STANDARD OPERATING PROCEDURE SOP3781/4

Receipt of Referral of a Potential Organ Donor

*This SOP replaces
SOP3781/3*

Copy Number	
Effective	01/08/16

Summary of Significant Changes

Full review to include changes effected by the Donor Records Department (DRD), Donor Registration Transformation (DRT) and the Specialist Requester Role (SR).

Reference to FRM5510 – Neonatal Donor Assessment and Organ Screening

Purpose

The purpose of this document is to guide the ODS Team Manager (TM), Specialist Nurse Organ Donation (SNOD) or Specialist Requester (SR) when receiving a potential organ and/or tissue donor referral.

Responsibilities

TM/SNOD/SR-To answer the pager and document the potential donor’s referral details on DonorPath/[FRM228](#)

To assess suitability of the referral as a potential organ donor.

To make a plan with the referring staff on how the referral will or will not proceed.

To capture all referrals on DonorPath

To facilitate sending a Service Evaluation form to non consenting families.

Items Required

- [FRM4228](#) - Potential Donor Referral
- [MPD364](#) - Lone Working
- [MPD1043](#) - National Standards for Organ Retrieval from Deceased Donors
- [POL188](#) - Contraindications to Organ Donation - A Guide for SNOD's
- [MPD888](#) – Access to the Organ Donor Register
- [SOP4600](#) – DCD Kidney Donor Screening – (where SNOD require clinical advise from screening centres)
- [FRM5012](#) - DCD Kidney Donor Screen
- [SOP5058](#) - Neonatal and Infant Organ Donation
- [FRM5510](#) – Neonatal and Infant Donor Assessment and Organ Screening
- [SOP3817](#) - Access for SN-ODs to the Organ Donor Register (ODR)
- [MPD953](#) – Service Evaluation
- [SOP4766](#) Role of the Specialist Nurse Organ Donation (Specialist Requester)
- [SOP3630](#) – Diagnostic Blood Tests
- DonorPath App

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STEP	DETAILS		INFORMATION
Pager Holder			
1. Receive incoming page	1.1. Identify hospital that page is being received from.		
2. Pager Holder to answer the pager within 20 minutes. For ODS's <i>not</i> operating with a Specialist Requester, contact resident SN-OD based at referring hospital if available to action the referral ensuring that response times are not delayed.	2.1. Respond to the pager via phone or in person. Confirm the following: <ul style="list-style-type: none"> Your name & designation. That the page is to refer a patient as a potential organ donor. Name and designation of the person who made the referral. 		Ensure when answering the pager you are able to talk ensuring: <ul style="list-style-type: none"> Health and Safety Privacy Confidentiality
3. Complete DonorPath/ FRM4228 whilst speaking to the HCP	3.1. Confirm that the medical practitioner (Consultant level) is aware of the referral. 3.2. Complete first three sections on DonorPath including a minimum data set of Patient Demographics, Admission and Referral Details. 3.3. Amend the Status on DonorPath accordingly		The information provided on DonorPath may be used at a later date and must be clear for others to review if required.
4. Is this a potential organ donor?	Yes  6	No  5	Refer to POL188 - Absolute Contraindications to Donation for detailed guidance. Consider SOP4600 – DCD Kidney Donor Screening – (where SNOD require clinical advise from screening centres) Consider SOP5058 - Neonatal and Infant Donation for infants >36 weeks – Corrected Gestational Age

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STEP	DETAILS	INFORMATION
5. Decline the referral and change the status on DonorPath to 'Non Proceeding' and provide a reason.	5.1. Give reasons to the HCP for not proceeding with organ donation. 5.2. Give advice and relevant contact details for potential tissue donation (if appropriate). 5.3. Ascertain patient's organ donation decision by accessing the ODR Inform embedded SN-OD (if not already aware) of referral) and complete EOS referral. <div style="text-align: center;"></div>	MPD888 – Access to the Organ Donor Register SOP3817 - Access for SN-ODs to the Organ Donor Register (ODR)
6. Accept the referral.	6.1. Accept and explain that donation is a possibility. 6.2. Determine who will attend the referral. 6.3. Mobilise attending Requester/SN-OD.	The decision to mobilise a Specialist Requester or SNOD will be at the discretion of the TM and in line with SOP4766 considering geographical location, training needs and exposure.
Pager Holder/Attending SNOD/SR		
7. Confirm plan of action, including arrival time of Specialist Requester/SNOD with HCP making referral.	7.1. Give an estimated journey time and that HCP will be informed if there are any delays. 7.2. If appropriate, request a full set of blood tests to be taken, including blood group. 7.3. Request if any significant clinical changes occur that the HCP contacts the pager service as soon as possible.	Refer to SOP3630 – blood tests for detailed guidance.
8. Transport self or arrange transport with national transport provider.	8.1. Confirm: <ul style="list-style-type: none"> • Pick up location and destination. • Departure time. • Estimated travel time and time of arrival. 	If the estimated time of arrival exceeds your estimation, or any delays are experienced, ensure that the HCP making the referral is aware of any delays.
9. Activate Lone Worker App	9.1. Activate Lone Worker App	MPD364 Lone Working

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STEP	DETAILS	INFORMATION
10. Arrive in referring area and change status on DonorPath to 'Assessing on site'.	10.1. Introduce yourself to relevant HCP. 10.2. Speak with medical practitioner responsible for the patients care. 10.3. Ascertain patient's organ donation decision if not already done so by accessing the ODR. 10.4. Proceed with donation conversation.	MPD888 – Access to the Organ Donor Register. SOP3817 - Access for SN-ODs to the Organ Donor Register (ODR). MPD953 – Service Evaluation In the case of non consenting families, permission must be sought to collect and store their contact details in order to send a Service Evaluation form FRM4430 .
11. Ensure the referral is complete on DonorPath and send an email to the DRD if family decline donation	11.1 The family details should be added in to DonorPath in the 'Family-Family Contacts' section. In 'Other Relevant Notes' enter that you have permission to send a Service Evaluation form. 11.2 Email DRD with patients details and request that a Service evaluation FRM4430 is sent to the family. 11.3 In the subject heading state Referral-Family Decline. For Service Evaluation Purposes. 11.4 Include in the body of the email as PID; Patients name DOB Referring hospital EOS referral number	MPD953 – Service Evaluation In the case of non consenting families, permission must be sought to collect and store their contact details in order to send a Service Evaluation form FRM4430 ODTDonor.RecordsDepartment@nhsbt.nhs.uk
12. Complete the referral on EOS within next 5 business days in collaboration with the embedded SNOD	12.1 Complete EOS referral	In order for DRD to send the Service Evaluation form within 15 days, the EOS referral and DRD email should be completed within 5 days of the approach for donation.