

WHEN A FAMILY MENTIONS DONATION

SUGGESTED RESPONSES

If Donation is Mentioned Before or After the Initial Referral Call:

“Our hospital supports donation and making sure all of your questions are answered. We work with an organization called LifeSource, the experts in donation. I’ll give them a call so I can connect you with them by phone right now. I’ll join you for that conversation so I can continue to offer help and support to you and your family.”

If Donation is Mentioned During the Grave Prognosis or Brain Death Conversation:

“Our hospital supports donation and making sure all of your questions are answered. We work with an organization called LifeSource, the experts in donation. I’ll give them a call right now so we can schedule a time for you to meet/talk with them as soon as possible. I’ll join you for that conversation so I can continue to offer help and support to you and your family.”

If there is No Mention of Donation but Family asks, “What’s next?”:

- ✓ Remain focused on patient care and end-of-life testing/decision making
- ✓ If family mentions donation or brain death is declared, use the conversation “we work with LifeSource”
- ✓ Connect the family to LifeSource
- ✓ Support the family and the patient



If the Family Wants to Withdraw Support:

“Your decision to withdraw support is an end-of-life decision, one that we will plan for thoughtfully with you and your family. Part of our commitment to caring for families at this time includes planning for LifeSource, our partner in end-of-life care, and (hospital chaplain, physician, RN, social worker) to talk with you about next steps.”

If a LifeSource Donation Coordinator is on site - “I’ll have you meet with them as soon as you’re ready. I’ll plan to join you for that conversation so I can continue to offer help and support to you and your family.”

If the LifeSource Donation Coordinator is not on site - “I’ll arrange to have you talk with them on the phone as soon as you’re ready. I’ll plan to join you for that conversation so I can continue to offer help and support to you and your family.”