

This Management Process Description replaces  
MPD1234/2.1

Copy Number

Effective 18/05/17

**Summary of Significant Changes**  
Addition of Internal Duty Office Escalation.

**Policy**

A process has been developed to ensure that flights over £10,000 that are requested to transport NORS teams and/or organs to a NORS transplanting centre follow a robust authorisation process. Transport of small bowel and kidneys to NORS centres (except the NORS centre in Scotland) are excluded from this process as they are paid for directly by the transplanting centre.

**Purpose**

The purpose of this document is to establish a robust, consistent and auditable process within ODT for the authorisation of requested flights, in relation to organ retrieval, that are in excess of £10,000.

**Responsibilities**

**Authorised user(s)**

All who are involved in the flight booking process including but not limited to:

**Recipient Co-ordinators** - Determine the time that the flight is required and contact the duty office

**NORS teams** - Determine the time that the flight is required and contact the duty office

**SNODs** - Determine the time that the flight is required and contact the duty office

**Duty Office** - Follow the Flight Authorisation process and agree with the Regional Manager who will provide the outcome details via email to:  
odtcommissioning@nhsbt.nhs.uk

**Amvale/Transport Arranger** - Arrange flights that have been authorised and capture authorisation name on invoice data for NORS team or NHSBT invoice.

**Supervision**  
**On call Regional Manager and/or on call SMT** - Make the final decision regarding whether to authorise the referred flight. Where a flight is not authorised a plan of action and communication should be determined.

**Definitions**

**NORS Team** – National Organ Retrieval Services Team

**SNOD** – Specialist Nurse Organ Donation

**RM** – Regional Manager

**SMT** – Senior Management Team

**Applicable Documents**

[MPD941](#)-Duty Office Transport Booking Procedure

### ODT Flight Authorisation Process for Flight over £10,000

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Due to the increased cost of flights relating to organ retrieval, and the lack of a robust documented process in place, a Flight Authorisation process has been developed to clarify any additional information that should be sought before authorisation of flights over £10,000 is made.

This MPD contains a detailed flowchart that will ensure that there is a consistent approach to Flight authorisation for those flights over £10,000.

The flowchart outlines a situation that prompts further questions of the SNOD/Recipient co-ordinator/other responsible person before flights are booked with a view that the most cost effective flights, in light of the clinical situation at the time, can be booked.

The Duty Office or Regional Manager will email [odtcommissioning@nhsbt.nhs.uk](mailto:odtcommissioning@nhsbt.nhs.uk) with the outcome of each referred flight over £10,000. This will provide the trigger to reimburse the cost of the flight, if authorised, or provide a robust audit trail for the reason of non reimbursement for those flights that are not authorised.

If the situation arises whereby the flight is ultimately not authorised by the on call Senior Management Team (SMT) member then this would give rise to the requirement at that time for an action and communication plan to be devised, in order to update the relevant parties involved in the donation process. The detail of this would be dependant upon the circumstances for the decline of the flight.

Flights costing in excess of £10,000 that have not been authorised by either the Regional Manager (RM) or SMT member will not be reimbursed to the NORS teams, unless they can clearly demonstrate that there is a justifiable reason for non authorisation (ie cost quoted less than £10,000 but additional plane defrosting costs that were not envisaged at the time resulted in a final cost greater than £10,000)

#### **Internal Duty Office Escalation**

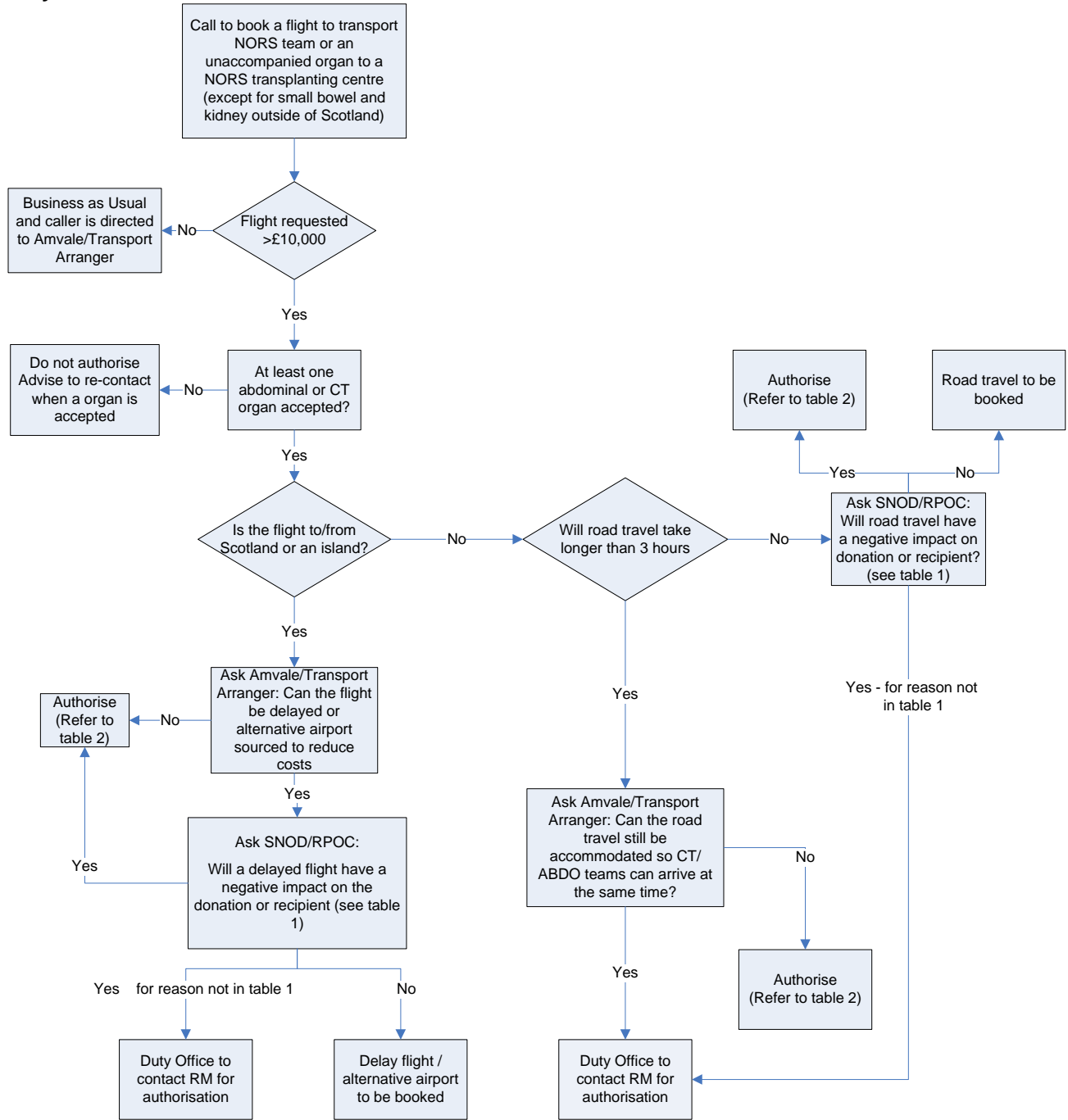
While the flowchart on the following page describes the conditions under which Duty Office staff can authorise flights costing in excess of £10,000, further escalation, internal to the Duty Office, may be required depending on the actual quoted cost of the flight in question.

In particular, requests for the authorisation of flights with a quoted cost in excess of £17,000 should be referred to a Duty Office Team Manager, whether on-site or on-call. The Duty Office Team Manager is then responsible for ensuring that the process described on the following flowchart has been applied correctly before confirming that the flight can be authorised.

There is no upper limit to the cost of a flight that can be authorised by a Duty Office Team Manager if it is established that the required conditions have been met.

ODT Flight Authorisation Process for Flight over £10,000

Duty Office Process



**Table 1 Flight Authorisation Guidance**

- Family potentially withdrawing consent
- Donor unstable
- Theatre time fixed
- Is the liver or heart allocated to a Super Urgent Recipient

Any other reason MUST be escalated to the on call Regional Manager  
 Duty Office to email flight details to ODTcommissioning@nhsbt.nhs.uk  
 RM on call pager - 0769783838

**Table 2**  
 DO will email details to odtcommissioning@nhsbt.nhs.uk  
 Caller is directed to Amvale/Transport Arranger and flight is booked  
 Duty Office complete BAU paperwork

ODT Flight Authorisation Process for Flight over £10,000

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Regional Manager Process

