

STANDARD OPERATING PROCEDURE SOP3649/3.1

Voice Recording of Organ Donor Clinical Conversations

This SOP replaces
SOP3649/3

Copy Number

Effective 01/12/15

Summary of Significant Changes

Document to incorporate and reflect ODR decisions and Human Transplantation (Wales) Act 2013
Flowchart on page 3 'Donor family- Guide' box has the insertion of the word 'ascertained'

Purpose

To provide the Specialist Nurse – Organ Donation (SN-OD) with guidance on how to facilitate the mandatory recording of organ donor clinical conversations

Responsibilities

SN-OD – to facilitate the mandatory voice recording of telephone conversations when facilitating a donation.

To inform the TM/RM and seek advice, in the event that parties do not wish to be voice recorded and document in the donor record.

Team Manager/Regional Manager – To access recorded telephone conversations, when required, for the purposes of agreed training, confirmation of clinical information received or provided, in response to queries.

Definitions

Donor Family - this may also relate to the patients appointed representative

Items Required

[DAT2718](#) – Accessing voice Recordings – For TM use only

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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 and patient assessment with donor family
 - This must be confirmed by an initial telephone call with the patient's family member, whom consent/authorisation will be **discussed and ascertained** that the conversation will be recorded.
- Patient assessment with **patient's** family.
- Should the patient's **appointed representative**/family decline to be voice recorded, escalate to the TM/RM.

The following must be confirmed

- The patient's family agree to the conversation being recorded
- They are willing 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-OD must ensure that the telephone call is witnessed by another healthcare professional and documented for the donor record.

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