



Hospital Staff suggested scripts when introducing the LifeLink® Family Care Coordinator and the donation conversation.

There are occasions when physicians, clinicians and caregivers become perplexed following the pronouncement of brain death or withdrawal of supportive care on a patient and the impending involvement from LifeLink. This can lead to a conversation about organ donation by hospital staff when a family is not yet ready for the donation conversation. To minimize the pre-mention of donation and prepare the family for a discussion with LifeLink, the following language is suggested to assist hospital staff.

Following the brain death discussion by the physician or care team with the family and/or if there is a decision to withdraw support, the following phrases could be helpful:

- *“It may help if I could introduce you to a member of our Family Care Team to inform you of what happens next.”*
- *“A Family Care Specialist will assist you with any questions you may have regarding the next steps.”*
- *“I would like to introduce you to our Aftercare Team, they will assist you with questions you may have at this time.”*
- *“Our Transition Team will meet with you soon to assist with any questions regarding what happens now.”*

A situation may arise when a family mentions donation to the hospital staff or physician. The following language is suggested:

- *“We can connect you with a Family Care Coordinator who are the experts with donation, they will answer your questions.”*
- *“I will introduce you to a Family Care Specialist who will help you with your donation questions.”*
- *“A Transition Specialist will help guide you and answer any donation questions you have.”*
- *“An aftercare team member will help you with donation questions and guide you through the process.”*

The use of the organ procurement organization name “LifeLink” to a family sometimes demands an explanation which often leads to a donation conversation. It may be helpful for staff to substitute the word “LifeLink” for one of the following:

- Family Care Coordinator
- Family Care Specialist
- Family Care Team
- Aftercare Team
- Transition Specialist