# Transplant Center Contact Management

Transplant programs must have a primary contact for organ offers designated at all times. The transplant center contact management on-call view feature allows transplant programs to see who is on-call to receive organ offers, set on-call contacts, or change contacts that are already on-call.

**Center:** Select a center from the dropdown. This field is **required**.

**Organ Program:** This drop-down list contains all of the organ programs that the user has access rights to. You may select to filter the On-Call screen by organ program. Only liver programs are able to set contacts for expedited offers.

***Local Offers***

**Primary:** To set a contact as the primary contact, click on the appropriate box in the **Primary** column.

**Secondary:** To set a contact as the secondary contact, click on the appropriate box in the **Secondary** column.

***Import Offers***

**Primary:** To set a contact as the primary contact, click on the appropriate box in the **Primary** column.

**Secondary:** To set a contact as the secondary contact, click on the appropriate box in the **Secondary** column.

**Set to same as local contacts:** If you prefer that import offers go to the same contact that is on-call for local offers, select **Yes**. If this option is selected, your import contacts will automatically update to align with changes made on the local on-call contact tab. If not, select **No**.

***Expedited Offers***

**Primary:** To set a contact as the primary contact, click on the appropriate box in the **Primary** column.

**Secondary:** To set a contact as the secondary contact, click on the appropriate box in the **Secondary** column.

**Set to same as local contacts:** If you prefer that expedited offers go to the same contact that is on-call for local offers, select **Yes**. If this option is selected, your expedited contacts will automatically update to align with changes made on the local on-call contact tab. If not, select **No**.

***Add Contact***

**User Type:** Select either **UNet Contact** or **Non-UNet Contact.** UNet Contact is someone registered with UNOS, a Non-UNet Contact is not registered with UNOS. This field is **required.**

**First Name:** Populated by the system if adding a UNet contact. Enter the first name if adding a non-UNet contact.

**Middle Initial:** Enter the middle initial if adding a non-UNet contact.

**Last Name:** Populated by the system if adding a UNet contact. Enter the last name if adding a non-UNet contact.

**Institution:** Populated by the system if adding a UNet contact. Enter the institution name if adding a non-UNet contact.

**Occupation:** Populated by the system if adding a UNet contact. Enter the occupation if adding a non-UNet contact.

***Voice and Text Contact Methods***

**Voice Description:** Enter the description of the voice contact.

**Voice Device Type:** Select device type from the drop-down list.

**Standard Telephone**

**Mobile Phone**

**Voice Number/E-mail Address:** Enter the number for the voice contact.

**Voice Default:** Select the checkbox to designate the contact as the default. The default methods are the contact information the system will use if this contact becomes a primary or secondary on-call contact. There can be only one default contact at any given time.

**Text Description:** Enter the description of the text contact.

**Text Device Type:** Select device type from the drop-down list.

**Standard E-mail**

**Mobile E-mail**

**Alphanumeric Pager**

**SMS**

**Text Number/E-mail Address:** Enter the number or e-mail address for the text contact.

**Text Default:** Select the checkbox to designate the contact as the default. The default methods are the contact information the system will use if this contact becomes a primary or secondary on-call contact. There can be only one default contact at any given time.

**Organ Program:** Select the appropriate organ program.

**Public Burden Statement:** The private, non-profit Organ Procurement and Transplantation Network (OPTN) collects this information in order to perform the following OPTN functions: to assess whether applicants meet OPTN Bylaw requirements for membership in the OPTN; and to monitor compliance of member organizations with OPTN Obligations. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0157 and it is valid until XX/XX/202X. This information collection is required to obtain or retain a benefit per 42 CFR §121.11(b)(2). All data collected will be subject to Privacy Act protection (Privacy Act System of Records #09-15-0055). Data collected by the private non-profit OPTN also are well protected by a number of the Contractor’s security features. The Contractor’s security system meets or exceeds the requirements as prescribed by OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems, and the Departments Automated Information Systems Security Program Handbook. The public reporting burden for this collection of information is estimated to average 0.27 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Information Collection Clearance Officer, 5600 Fishers Lane, Room 14N39, Rockville, Maryland, 20857 or [paperwork@hrsa.gov](mailto:paperwork@hrsa.gov).