

Patient Safety Contact Management

According to policy, each OPO and transplant center program must identify a primary and secondary patient safety contact, and develop and comply with a written protocol for the patient safety contact to fulfill all the following responsibilities:

- A patient safety contact must be available 24 hours a day.
- The OPO's primary or secondary Patient Safety Contact must communicate medical information that may affect recipient care to the Patient Safety Contact at the recipient's transplant hospital, but no later than 24 hours after receipt.
- The transplant program's primary or secondary Patient Safety Contact must communicate medical information that may affect recipient care to the medical staff responsible for the recipient's clinical care at the transplant program as soon as possible, but no later than 24 hours after receipt.
- The receiving primary or secondary Patient Safety Contact must acknowledge the receipt of any information that may affect or change recipient care within 24 hours of receipt.
- The transplant program's Patient Safety Contact must acknowledge receipt of post-procurement donor results, through the OPTN Donor Data and Matching System, within 24 hours of notification of post-procurement donor results reported in accordance with OPTN Policy 15.4.A Host OPO Requirements for Reporting Post-Procurement Donor Results and Discovery of Potential Disease Transmissions
- OPOs and transplant programs must report to the OPTN a valid phone number and email address for both the primary and secondary Patient Safety Contacts
- OPOs and transplant programs must verify their primary and secondary Patient Safety Contacts are accurate through the OPTN Computer System during the biannual OPTN audit.

The Patient Safety Contact list in UNet contains primary and secondary contact information for all OPOs and transplant centers. They can update their own contact information as soon as they know of a change; updates display immediately in the system.

UNet Site Administrators for each institution can assign Edit Patient Safety Contact permission to the appropriate staff so they can make necessary changes. Permissions may be assigned to anyone at your organization, it does not need to be the Patient Safety Contact..

Primary Contact

Set primary contact to primary on-call coordinator from DonorNet: For transplant centers, if your center uses the on-call coordinator within DonorNet as the Patient Safety contact, select this checkbox. This will pull the current primary local offer contact information from

DonorNet each time the Patient Safety Contact List is searched. When the checkbox is selected, the contact information cannot be edited with the Patient Safety System.

First Name: Enter the first name of the primary contact. **Required.**

Last Name: Enter the last name of the primary contact. **Required.**

Phone: Enter the phone number of the primary contact. **Required.**

Ext: Enter the extension of the primary contact.

Email Address: Enter the email address of the primary contact. **Required.**

Secondary Contact

Set secondary contact to primary on-call coordinator from DonorNet: For transplant centers, if your center uses the on-call coordinator within DonorNet as the Patient Safety contact, select this checkbox. This will pull the current primary local offer contact information from DonorNet each time the Patient Safety Contact List is searched. When the checkbox is selected, the contact information cannot be edited with the Patient Safety System.

First Name: Enter the first name of the secondary contact. **Required.**

Last Name: Enter the last name of the secondary contact. **Required.**

Phone: Enter the phone number of the secondary contact. **Required.**

Ext: Enter the extension of the secondary contact.

Email Address: Enter the email address of the secondary contact. **Required.**

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 0906-0010 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 0.29 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.