

Preparing Families For the Call From Lifeline of Ohio

While it may feel necessary to prepare families for our call, our team is skilled and trained to speak with grieving families in their darkest hours. We lean on you, our hospital partner, to help us determine appropriate timing of our conversation.

Should a family ask for next steps, here is an example to aid in that transition:

An end of life specialist will be contacting you within the next few hours with some time- sensitive information. Can I please verify the best phone number to reach you?

If prompted about what the call is in reference to:

I do not have the specific details about the information that will be shared with you, but I can reach out to my contacts to learn more about the timeframe for their call.

Does it appear family will likely remain at bedside until arrival of selected Funeral Home?

If yes:

Should their loved one be a candidate for donation, we will need your help in finding a private area, outside of the patient's room or away from bedside, for a confidential and uninterrupted conversation with LNOK.

If no:

Please keep us apprised of plans for when they will leave the hospital so that we can better coordinate the timing of our conversation should their loved one be a candidate for donation.

It is important to remember our conversation is not a single question with a yes or no answer. Our duty to our community and regulatory agencies is to provide timely, accurate donation information, consult with LNOK regarding their donation options, and provide the opportunity to honor their loved ones decision to donate.

