

Preparing Families for a Call from Lifeline of Ohio

As you prepare families for a call from Lifeline of Ohio, please be assured that our team is skilled and trained to speak with respect and compassion to grieving families in their darkest hours. We greatly depend on you to help us determine the appropriate timing of this call.

If a family asks for information about next steps

Here is an example of what to say to help transition the conversation:

“You may be receiving phone calls from organizations regarding end-of-life next steps. This information may be time sensitive. I just wanted you to be aware that you may be receiving a call from a phone number you might not recognize. Is *(read the number)* the best phone number to reach you?”

Note: It is important to remember the donation conversation is not a single question with a “yes” or “no” answer, but an informational conversation with a family. Lifeline of Ohio has an important responsibility to:

- provide information regarding donation options,
- honor a person’s decision to donate, and/or
- discuss with the Legal Decision Maker the opportunity for donation.

Will the family remain at bedside until the arrival of the selected funeral home?

If yes:

Let Lifeline of Ohio know as soon as possible. Should their loved one be a candidate for tissue and/or cornea 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 the Legal Decision Maker.

If no:

Please keep Lifeline of Ohio apprised of plans for when the family will leave the hospital so we can better coordinate the timing of our conversation should their loved one be a candidate for tissue and/or cornea donation.

For questions, call: 877-223-6667