



Our Promise

To Our Medical Examiner Partners

We will

...never recover any organs or tissues without getting prior release and authorization from the medical examiner

...not speak to the family until we have confirmed that they have been notified of the death

...contact you quickly after brain death is declared, or the family decides to withdraw life support for hospital cases and will contact you quickly once the body is ready for examination after donation is complete

...share pertinent medical/social history and any additional, unexpected findings obtained during our evaluation as well as documentation of any significant trauma or abnormalities found during tissue or organ recovery

...make our calls as efficient as possible so there are fewer calls made to your office

...provide copies of all requested diagnostic tests performed and will draw blood and urine before the OR to ensure there is a sample to test, if requested

...facilitate examiners attending the OR for organ or tissue recovery, if requested

... we will contact you to see if you would like the organ returned to your custody if it is recovered for transplant, but is ultimately rejected. If so, we will facilitate that return

...let our core values of respect, service, innovation, and growth guide every decision we make, and interaction we have with you and your team



We Ask

From Our Medical Examiner Partners

We ask

...for a timely review of the case and determination of release to ensure the best donation outcomes

...if there is a potential for a decline, that you let us facilitate a conversation in real time (attending MD, Coroner, Medical Director, Pathologist, Organ/Tissue team) to go over the case and see where and how we can help donation happen

...that you attempt to restrict donation rather than refuse donation, when possible. For example, allow abdominal organs but not thoracic

...that you help us determine general body condition so we can better assess eligibility for tissue. For example, are there open fractures or deep lacerations to bone? Is the trauma focused on head or torso? We do not want to offer donation to a family, if there is no potential

...that you allow us to draw and provide blood and vitreous on combined cases

...that you share autopsy reports in a timely manner

...that you provide clear feedback on any areas where we can improve. Without your feedback, we can not improve our process

Finally, thank you for all you do to make donation possible. We value your expertise and your collaboration.

