

Correspondence process for donor family to transplant recipient

DonateLife receives letter from donor family.



DonateLife checks letter for identifying information.



Letter copied and placed on donor's record. Original sent to transplant unit.



Donor family informed that the letter has been received and forwarded.



Transplant unit receives letter from DonateLife.



Transplant unit confirms if the transplant recipient is happy to receive correspondence



Transplant unit checks letter for identifying information



Letter copied and placed on recipient's file. Original sent to transplant recipient.



Transplant unit confirms with DonateLife that the letter has been received and sent to the transplant recipient



DonateLife informs donor family that their letter has been forwarded to transplant recipient



Correspondence process for transplant recipient to donor family

Transplant unit receives letter from recipient.



Transplant unit checks letter for identifying information.



Letter copied and placed on recipient's file. Original sent to DonateLife.



Transplant recipient informed that the letter has been received and forwarded.



DonateLife receives letter from transplant unit.



DonateLife confirms if the donor family is happy to receive correspondence.



DonateLife checks letter for identifying information.



Letter copied and placed on donor's record. Original sent to donor family.



DonateLife confirms with transplant unit that the letter has been received and sent to the donor family.



Transplant unit informs transplant recipient that their letter has been forwarded to donor family.