

Getting the Call for a Transplant



- **Phones should always be charged**, have a strong ring tone, not on silent and voicemail for messages and be with the patient or their support person at all times. Receiving a phone call to tell you there is a possible liver or kidney available for transplant can result in a mix of feelings including excitement, anticipation or anxiety.
- **Patients need to be prepared** for transplantation from the moment they are placed onto the waiting list. The call can happen at any time and may be from a private number. The doctor calling will let you know what steps to follow including where to go at the Princess Alexandra Hospital, either directly to the Transplant Unit or the Emergency Department.
- **Effective planning** whilst on the waiting list pays off. Patients and families have reported that staying calm and methodical works best.
- **Be ready to put in action your transport plan to get to the hospital.**
 - **If living locally or staying in accommodation close by:** a family member, other selected support person or share ride service such as a taxi or Uber, could bring the patient to hospital. Queensland Ambulance Service is generally not called to bring patients in for transplant.
 - **If travelling by air:** please ensure you have made contact with your closest hospital patient travel officer to arrange your flight. Consider your transport options from the airport to the PAH.
- **It is useful if a nominated family member or friend** is the main contact person for the first few hours or days, to pass information onto others. Please be sure that preferred social media privacy settings are in place.
- The transplant might not proceed for reasons to do with either the donor organ or the patient's current health status. The patient might have been brought in as a "backup recipient" in case another patient's transplant could not go ahead. All this is fully explained at the time.
- If the transplant does proceed, families usually wait away from the hospital. Some families arrange accommodation near the hospital so as to have a comfortable base for a few days.

Always remember to discuss any concerns or questions with
the treating team any time.

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Partnering with Consumers - 2.9 Where information for patients carers, families and consumers about health and health services is developed internally, the organisation involves consumers in its development and review. *Standard 2, 2nd edition*

