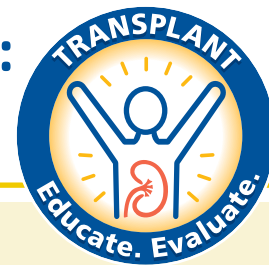


Tips for Positive Transplant Referral Outcomes: Frequently Asked Questions



This resource was made in collaboration with IPRO ESRD Network transplant facilities to be used as an educational tool for dialysis facility staff and social workers to help streamline the transplant referral process.

1. What should I do before I refer a patient?

Engage in open communication! Before you refer patients, open lines of communication with the transplant center. This will allow you to gather important center information, build meaningful relationships with the center, and learn about the transplant center's hard exclusions and modifiable exclusions.

2. How do I decide if I should re-refer a patient?

Have you referred a patient who was denied? Save time and energy by discussing issues with the transplant facility staff before re-referring. You can also use the re-referral algorithms and guides provided by the ESRD Network.

3. Should every patient have a referral status?

The best way to increase the number of patients who are both waitlisted and transplanted is to ensure that patients are aware of their options. Whether the patient is interested in being referred, not interested, currently in the evaluation process, or on the waitlist, they should have a recorded status at the facility level.

Tip: Regularly check referral statuses and revisit patients who have refused transplant. Can this patient verbalize why they chose NOT to be referred for transplant?

4. Does my patient have realistic expectations about the referral to waitlist process?

Prior to referral, ensure your patient has realistic expectations about transplant. Discuss possible wait times, extensive medical work-up, the need for drug therapy post-transplant, financial impacts, and the need for transportation and a support system. Include your transplant centers in these conversations.

Ensure your patient understands the need to respond to transplant center communication to prevent their referral from being closed.

5. How does health literacy affect the referral process?

Your patient's health literacy can play a major role in their success through the referral to waitlist process. Unidentified health literacy issues can cause missed appointments, inability to relay health information, and overall compliance. It is imperative that you assess your patient's health literacy levels and equip them with the tools to be successful. Discuss these commonly asked questions with your patient prior to referral.

Coach your patient to have the answers to these questions readily available for the transplant center:

1. "What is the cause, name, and description of my kidney problem?"
2. "Do I have any other important illnesses?"
 - "How do these illnesses relate to my kidney disease?"
3. "What does the transplant evaluation and testing processes include?"
 - "How do they affect whether I am placed on the list?"
4. "What are the benefits and risks of a kidney transplant?"
5. "Do I have a choice between a living-donor transplant and a deceased donor transplant?"



End-Stage Renal Disease
Network Program

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