

Waitlist Notification Quick Reference Guide

The Waitlist Notification Quick Reference Guide provides a concise overview of the OPTN patient waiting list notification requirements, effective March 2011. This Guide is not a comprehensive guide to all OPTN notification requirements. It is simply a summary of the requirements for notifying patients about their placement on or removal from the waiting list. This Quick Reference Guide will help you comply with the requirements defined in the OPTN/UNOS Bylaws *Section II: Transplant Hospitals and B.11.F Appendix B, Attachment I, XIII-Transplant Programs Patient Notification, Section 13.* <http://optn.transplant.hrsa.gov/policiesAndBylaws/bylaws.asp>

Wait List Notification Requirements

Transplant Hospitals are expected to notify patients in writing within 10 business days of when:

- The candidate evaluation has been completed but the candidate will not be placed on the waiting list.
- The candidate is placed on the waiting list. **Note:** *The Date of Listing should be included in the body of the letter.*
- The candidate is removed from the waiting list for reasons other than transplant or death. **Note:** *This requirement is waived if the candidate dies within the 10-day requirement.*

Each Notification must include the following items:

1. A written statement from the Transplant Hospital explaining, in detail, the reason the notification is being sent.
2. At least one sentence that refers to the attached OPTN/UNOS Patient Information Letter. Sample language may be found online at <http://optn.transplant.hrsa.gov/resources/professionalResources.asp>

Waitlist Notification Compliance Tips

- Be sure to include **both** the Patient Notification Letter from the Transplant Hospital and the OPTN/UNOS Patient Information Letter.
- Be sure that the date on the Hospital Patient Notification Letter is within 10 business days as required in the Bylaws
Note: 10 days is an OPTN/UNOS Bylaw requirement and may differ from any similar CMS Requirements.
- If the removal date is included in the body of the letter, make sure that it is accurate. **Note:** The removal date is **not** required.
- Be sure that the Patient Notification Letter states that the candidate has been either added or removed from the waiting list.
- The UNOS Patient Services Phone Line number (888/894-6361) should **not** be included in the Patient Notification Letter.
- Include a statement that refers to the OPTN/UNOS Patient Information Letter which is included with the Transplant Hospital Patient Notification Letter.
- Keep documentation of all Patient Notification correspondence for future compliance monitoring.

Recording: <http://unos.peachnewmedia.com/store/streaming/seminar-launch.php?key=oB31/DiWYIGAIH7grRUhUBk4P6vp1MuSxzZn672bt9g%3D>