



Caring for New Yorkers
through organ donation

LiveOnNY's Response to COVID-19

LiveOnNY is fully committed to partnering with the hospitals with which we work to mitigate the spread of COVID-19. We have streamlined our organ procurement operations to adhere to all safety procedures while our clinical and field teams continue to facilitate organ and tissue donation for those patients waiting for lifesaving transplants. With an understanding of the evolving, unprecedented challenges our community is currently facing, we are continually working to modify our processes.

Below is an overview of the updates and changes that have been made to date:

- LiveOnNY operations are running 24-7. Our hospital partners are being asked to continue to make referral calls to our 24-hour call center 1-800-GIFT-4-NY (443-8469) with organ and tissue donation opportunities.
- LiveOnNY clinicians are limiting on-site hospital interactions as much as possible to clinical case management and family support. We will be monitoring and evaluating potential opportunities for donation, as well as having donation conversations with families by phone, when appropriate.
- Our hospital partners are providing LiveOnNY staff with personal protective equipment (PPE) while working in critical care units.
- We are requesting COVID-19 testing for all consented organ donors. Patients that test positive for COVID-19 will be medically **ineligible** for donation.
- In-person meetings and education sessions with hospital partners have been canceled and are being re-scheduled remotely via teleconference or video conference.
- The LiveOnNY Donor Family Services program continues to provide support and resources to the families we work with. We are providing several of these services through virtual meetings. To connect with Donor Family Services please send an email to dfs@liveonny.org.
- National Donate Life Month (April) activities have been suspended. In lieu of public events, LiveOnNY will use digital channels to advocate for organ, eye and tissue donation and to celebrate donors and their families.

We will continue to evaluate the impact of COVID-19 and make adjustments as necessary. As always, we value your partnership and your support of our mission to save lives, provide comfort, and strengthen legacies through organ, eye and tissue donation.