LiveOnNY's Response to COVID-19

Updated April 3, 2020

Organ and tissue donation are continuing. Organ donation is an essential service that must not be postponed. LiveOnNY is fully committed to partnering with our hospitals to mitigate the spread of COVID-19. We have streamlined our 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 should continue to make referral calls to our 24-hour call center 1-800-GIFT-4-NY (443-8469) with organ and tissue donation opportunities. Confirmed COVID-19 positive patients do not need to be called into LiveOnNY for organ and tissue referrals.

- LiveOnNY clinicians are limiting on-site hospital interactions as much as possible. Our staff is committed to keeping this process as brief as possible. We will be monitoring and evaluating potential opportunities for donation and having donation conversations with families by phone, when appropriate.

- Our hospital partners are providing LiveOnNY staff with personal protective equipment (PPE).

- COVID-19 testing is required for all consented organ donors. A positive COVID-19 result precludes donation.

- Routine in-person meetings and education sessions with hospital partners have been canceled. Meetings to address urgent opportunities and issues are conducted remotely.

- The LiveOnNY Donor Family Services program continues to provide support and resources to families. Several of these services are through virtual meetings. To connect with Donor Family Services please send an email to dfs@liveonny.org.

- All scheduled Donate Life Month (April) activities are being converted to digital/remote platforms.

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.