



The Organ Procurement and Transplantation Network Toll-free patient services line: Your resource for organ transplant information

If you have a question regarding your own medical care, you always should call your transplant hospital first. However, for general organ transplant-related information, you can call the Organ Procurement and Transplantation Network (OPTN) toll-free patient services line at **1-888-894-6361**. Anyone, including potential transplant candidates, candidates, recipients, family members, friends, living donors, and donor family members, can call this number to:

- Talk about organ donation, living donation, the transplant process, the donation process, and transplant policies.
- Get a free patient information kit with helpful booklets, waiting list and transplant information, and a list of all transplant hospitals.
- Ask questions about the OPTN website (<https://optn.transplant.hrsa.gov/>), the United Network for Organ Sharing's (UNOS) website (<https://unos.org/>), or the UNOS website for living donors and transplant recipients. (<https://www.transplantliving.org/>).
- Learn how the OPTN can help you.
- Talk about any concerns that you may have with a transplant hospital.

The nation's transplant system, the OPTN, is managed under federal contract by the United Network for Organ Sharing (UNOS), which is a non-profit charitable organization. The OPTN helps create and define organ sharing policies that make the best use of donated organs. This process continuously evaluating new advances and discoveries so policies can be adapted to best serve patients waiting for transplants. To do so, the OPTN works closely with transplant professionals, transplant patients, transplant candidates, donor families, living donors, and the public. All transplant programs and organ procurement organizations throughout the country are OPTN members and are obligated to follow the policies the OPTN creates for allocating organs.

The OPTN also is responsible for:

- Providing educational material for patients, the public, and professionals.
- Raising awareness of the need for donated organs and tissue.
- Coordinating organ procurement, matching, and placement.
- Collecting information about every organ transplant and donation that occurs in the United States.

Remember, you should contact your transplant hospital directly if you have questions or concerns about your own medical care including medical records, work-up progress, and test results.

We are *not* your transplant hospital, and our staff *will not* be able to answer questions about your case, so please keep your transplant hospital's phone number handy.

However, while you research your transplant needs and learn as much as you can about transplantation and donation, we welcome your call to our toll-free patient services line at **1-888-894-6361**.