OPTN/UNOS KPD Match Offer Process

Contents

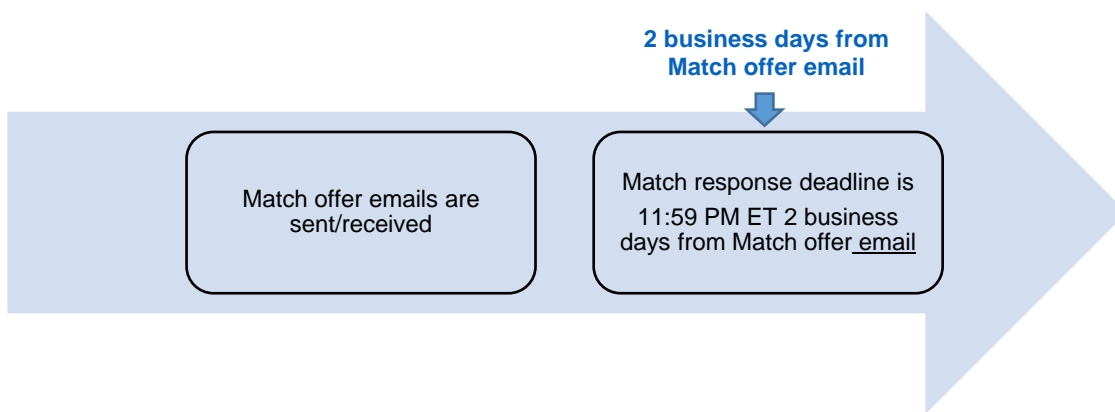# Match runs, offers, and reporting deadlines

I. Match runs
- UNOS runs KPD matches every Monday (excluding federal holidays)
- Additional match runs may occur throughout the week when certain exchanges are terminated
- Look for match results and changes to the match run schedule on the right side of the KPD homepage (Announcement section)

II. Match offer notification
We send match offer notification emails by 5:00 PM ET the day of the match run
- Transplant hospitals will receive one email for each exchange, even when you have multiple donors/candidates matched in the same exchange
- Transplant hospitals can provide a list of individuals to receive match offer emails by contacting membershiprequests@unos.org

2 business days from Match offer email

| Match offer emails are sent/received | Match response deadline is 11:59 PM ET 2 business days from Match offer email |

III. Match Process and Deadlines
Transplant hospitals are responsible for reporting specific deadlines, per OPTN policy.

- Deadlines are business days from the match **offer** date, not the match accepted date. For example if a match is offered on a Monday, the match response deadline would be Wednesday, two (2 business days later. For more detailed information see below.
- Deadlines are the last date allowable. Complete donor review and crossmatches ASAP after match is accepted.
- Deadline extensions are allowable under extenuating circumstances and must be approved by all hospitals in the exchange within 2 business days or the exchange will be terminated. Requests may be made through the KPD Message board for that exchange.
  - A KPD advisor will notify transplant hospitals before terminating for a missed deadline.

Match Response

a. Candidate or their paired donor
Who: Candidate transplant hospital
   What: Response options are refusal or preliminary acceptance
When: Within two (2) business days from date of match offer
Where: Match response page
Why: If no response is provided within two (2) business days the system will automatically refuse the offer due to "exceeded allowable response time."

b. Non-directed donor

Who: Non-directed donor hospital
What: Refusal of the matched candidate offer (If the NDD is accepting the matched candidate the system assumes acceptance and no reporting is necessary)
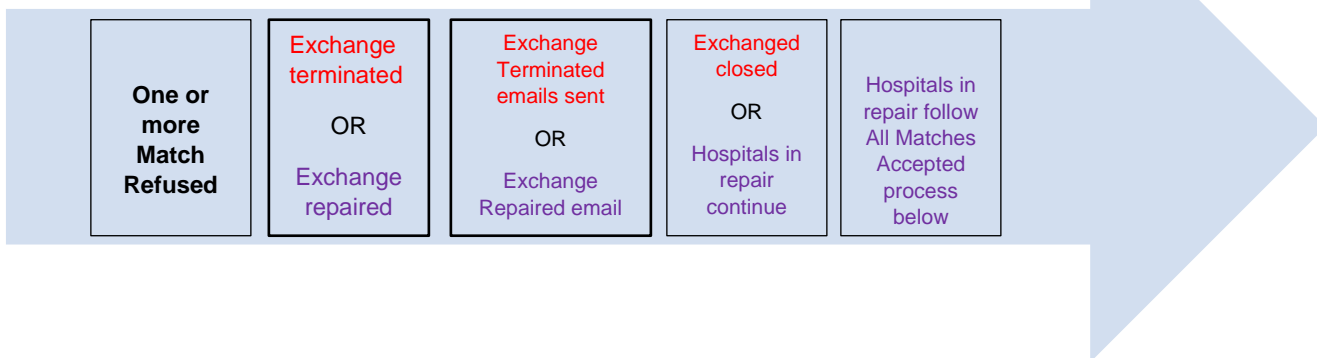**When:** Within two (2) business days from date of match offer
Where: Email the KPD mailbox at kidneypaireddonation@unos.org or post on the Exchange Message Board
**Why:** To allow exchange to be terminated in timely manner

Helpful hints:
- A preliminary acceptance indicates the candidate hospital is interested in obtaining more donor information and/or performing a crossmatch
- When declining a matched donor, please note if you are willing to accept this donor in a future match. Choosing 'Yes' means that you cannot accept this donor for this candidate today, but would be willing to consider this donor for this candidate in the future. This usually occurs when declining a donor for candidate issues, ie: candidate ill or considering another living donor.
    - When choosing 'Yes' please inactivate the candidate to prevent matching in the next match run. Candidate can easily be reactivated by hospital when ready to accept offers again.
    - If you choose 'No' it means that this donor will **never** be matched with **this** candidate in the future.

c. Match Refusals: what happens if one or more matches in an exchange are refused?

| **One or more Match Refused** | Exchange terminated OR Exchange repaired | Exchange Terminated emails sent OR Exchange Repaired email | Exchanged closed OR Hospitals in repair continue | Hospitals in repair follow All Matches Accepted process below |

- If one or more match in an exchange is refused, the entire exchange will be terminated.
- Each candidate hospital will receive a "Terminated Match" email
- Matches are terminated:
    - Before 9pm ET each business day
    - Immediately before each match run
- Occasionally terminated matches can be repaired. If so, a 'Repaired Match Offer' email will be sent with instructions similar to Match Response above.

Accepted Matches
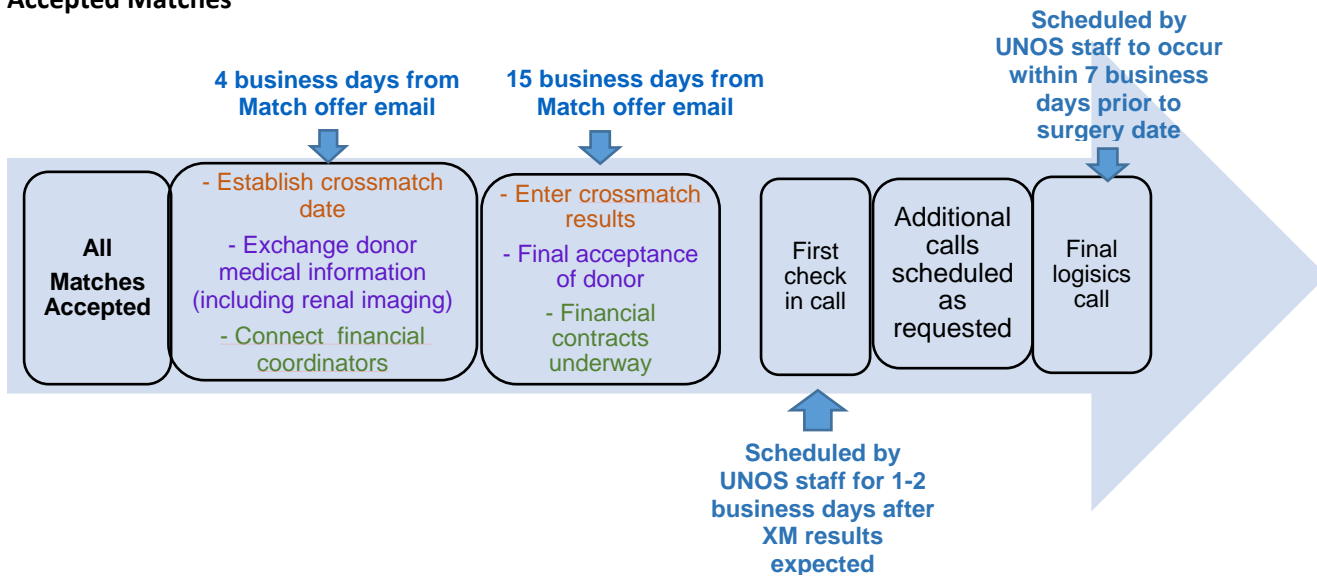
Once all transplant hospitals in an exchange enter preliminary acceptance, "Accepted Match" emails are automatically generated by the system and sent to each hospital with a donor and/or candidate in an exchange.

Report when will crossmatches be performed

Who: Donor hospital

What: After discussion with candidate hospital to determine crossmatch logistics

- Kit
- Number of tubes
- Who will send the kit/tubes and what else to include
- When should the lab expect to receive the samples
- Once determined, report the date you expect the candidate hospital to receive the kit and perform the crossmatch

When: Within four (4) business days from match offer

Where: Report on the Exchange Message Board

Why: UNOS schedules the first check-in call once the date crossmatches will be available is known.

Report when donor records are available to the candidate hospital within four (4) business days from match offer.

Who: Donor hospital

What: Send donor medical records and renal imaging to matched candidate transplant hospital
And report the date donor medical records were sent to candidate hospital

When: Within four (4) business days from match offer

Where: Report on the Exchange Message Board

Why: To allow the candidate team adequate time to fully evaluate matched donor prior to final matched donor acceptance deadline

Helpful hints
- By uploading donor medical record in the KPD application in UNet when entering donors, you already meet most of this requirement.
- Have renal imaging ready to go when you enter a donor, before getting an offer.
- Many hospitals find it printing the donor medical record, scanning it as a pdf, and uploading the pdf works well.
- Keep the printed copy of the medical record to send with the kidney after donation.
- For instructions on uploading tests and attachments go to KPD UNet Help Go to KPD Donor on the left side, click on Entering KPD Donor Data and scroll down to Tests and Attachments.
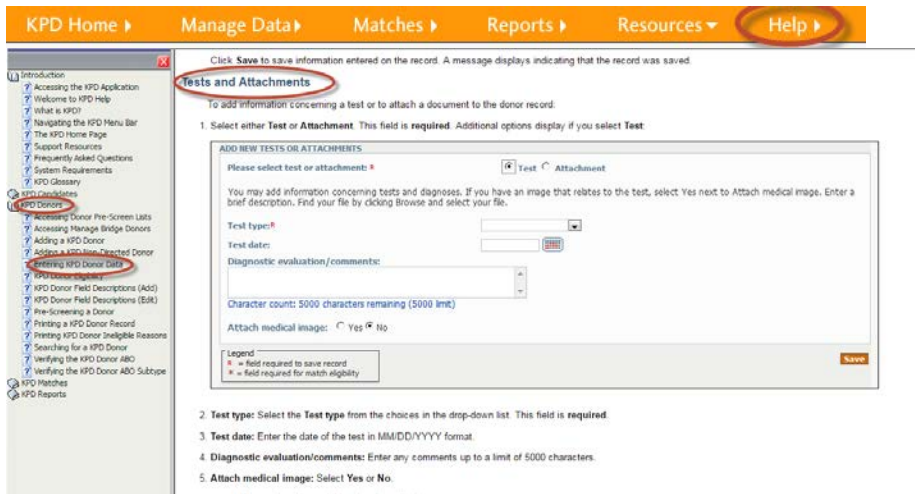
Begin financial sharing

This is a recommendation, not a required deadline in policy

Who: Primary or secondary KPD contact person
What: Exchange contact information with financial and other coordinators at matched hospitals
When: Within four (4) business days from match offer
Where: Exchange Message Board
Why: To begin financial process and discover any financial issues early
- Financial coordinators check candidate insurance
- Financial coordinators contact each other to verify candidate insurance will cover matched donor nephrectomy, hospitalization, and professional fees.
- Begin financial contracts after crossmatch results available.
- Utilize KPD Financial Recommendations https://optn.transplant.hrsa.gov/learn/professional-education/kidney-paired-donation/kpd-financial-recommendations/
- **Important:** Candidates on Medicare must have **Medicare Part B** in order to cover potential donor complications.

Crossmatch performed and results reported within 15 business days from match offer

Who: Candidate transplant hospital
What: **P**erforms crossmatch and report results
When: Within 15 business days from match offer
Where: Report on Match Response page (will automatically transfer to Message Board)
Why: To determine if match acceptable

Confirmation of donor acceptance

Who: Candidate transplant hospital
What: The matched candidate's hospital must review the match donor medical records and either approve or refuse the donor.
When: Within 15 business days from match offer

Where: Refusal on the Match Response page; Acceptance on Exchange Message Board
- "Final" approval can be pending additional or repeat donor evaluation and testing
Why: To determine if match is acceptable

IV. Match refusal after preliminary acceptance

Who: Candidate transplant hospital
What: Refusal
When: Any time after you preliminarily accepted
Where: Match Response page
How: If crossmatch has been performed:
- o Enter the results and date. Match Status will automatically change from "Pending transplant" to "Match did not result in a transplant."
- o Enter a refusal reason and click *Save.*

If crossmatch has not been performed:
- o Enter "not done, refusal after preliminary acceptance" for crossmatch results.
- o Change Match status from "Pending transplant" to "Match did not result in a transplant."
- o Enter a refusal reason and click *Save.*

V. Strategies to improve match opportunities

This document provides strategies to improve the quality of match offer and decrease the number of refusals: https://www.transplantpro.org/wp-content/uploads/sites/3/Match_Strategies.pdf

VI. Exchange conference calls

Who: All transplant hospitals in the exchange are expected to have at least one representative on each call.

- Couriers will be invited to each call as needed (notify UNOS which courier your hospital will be using).
Where: Conference line set up by UNOS staff

First Check-in call

When: Once the expected crossmatch dates have been reported, UNOS KPD staff will schedule the first Exchange Check-In call to take place within two (2) business days after preliminary crossmatches are complete
What: Prior to this call the following items should be completed by each hospital:
- Matched donor's evaluation and renal imaging reviewed by candidate team
- Candidate crossmatch results entered on the Match Response page
- Financial staff from all hospitals have checked that candidate's insurance is up to date and checked if recipient insurance will cover the donor expenses
- Hospital surgery schedule reviewed by each hospital and potential dates brought to call

During the call the following will be discussed:
- Final donor acceptance, any new or repeat evaluation required
- Any donor or candidate issues or other constraints that may delay the exchange
- Exchange financial status/issues
  - Timing of final crossmatches and NAT/final serology testing
  - Next available surgery dates for each hospital (is your center flexible in moving to a different living donor OR day?)
  - Couriers will provide kidney transportation options
  - Which kidney will be recovered right or left?
  - Blood tubes required by each lab in case a crossmatch needs to be performed the day of surgery
  - Desired flush solution for each hospital
  - Anything else hospitals need to discuss

After the call: KPD staff will email a recap of the call.

Additional Check In calls

When: As needed
What: UNOS will organize and facilitate any number of conference calls as requested by the transplant hospitals. Calls can be targeted to specific items such as finances or be general calls. Ask your KPD Advisor if you would like another call.

Final Check In/Logistic call

Who: KPD staff will organize a final call with all involved transplant hospital to review the logistics of surgery day and make sure there are no changes.
What: During the call:
- KPD staff will review the surgery day logistic forms for each segment of the exchange
- Transplant hospitals will develop a communication plan for morning of surgery
After the call: KPD staff will email logistics forms to transplant hospitals and couriers
When: Within the seven (7) business days prior to surgery dates

Communication on the day of surgery

Prior to donor nephrectomies:
Who: Donor coordinators or their designee
What: Communicate that donors are ready for surgery and there are no delays
When: After donors have arrived and prior to anesthesia, as decided on final logistics call
Where: Phone call or text, as decide on final logistics call
Why: To deceased the possibility that one donor nephrectomy as started and others aborted

After donor nephrectomies:
Who: Donor surgeons to recipient surgeons
What: Communicate that kidney has been removed, its condition, and any problems with surgery
When: After kidney removed
Where: Phone call
Why: To provide the recipient surgeons information on the condition of the kidney prior to receiving

VII. Transportation Options

View transportation options in the KPD toolkit on the OPTN and Transplant Pro websites.

VIII. Post-Surgery Follow-Up

In addition to change in Waitlist and Tiedi, be sure to change the following statuses in KPD UNet:
- **Match response page:** Change match status from 'pending transplant' to 'transplanted'
- **Donor details page:** Change donor KPD status to 'Removed' reason 'Transplanted: Received transplant through OPTN KPD Pilot Program'
- **Candidate details page:** Change candidate KPD status to 'Removed' reason 'Transplanted: Received transplant through OPTN KPD Pilot Program'

Let KPD staff know about issues that need to be addressed or any suggestions you have for process improvement.