

[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@sharinghopesc.org>
Sent: Wednesday, April 12, 2017 5:11 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: SCOP Response UNOS Inquiry Donor ID [REDACTED]
Attachments: SCOP SHSC Response to UNOS Inquiry regarding Donor ID [REDACTED] Missed Flight.pdf

Attached you will find the SCOP response and supporting documentation to the inquiry regarding Donor ID [REDACTED] – kidney missing Delta Airlines flight. If you have any questions, please do not hesitate to contact me at [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

We Are Sharing Hope SC

[REDACTED]

Give the Gift of Life

Register to Be an Organ Tissue Donor at [REDACTED]

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April 12, 2017

██████████
Safety Analyst
UNOS Member Quality
United Network for Organ Sharing
████████████████████

Dear Mr. ██████████

We are in receipt of your Incident Handling Inquiry dated ██████████ 29, 2017, regarding the kidney allocation for donor ██████████. In your letter you requested that we address the following the issue related to the transport of these kidneys:

- Please provide a detailed explanation of why the kidneys were unable to be placed on the scheduled flights. Please include a descriptive timeline.

Appendix A includes the causal review of the incident including the timeline.

- Please provide a root cause analysis, if available.

The incident was reviewed by MNX Courier in conjunction with Delta Airlines. MNX indicated that the root cause was failure of Delta Airlines to load the right kidney on the originally booked flight and subsequent flight to LAX.

- Please provide your Standard Operating Procedures and/or policies for sending organ via airlines.

Appendix B includes policy *O 4.140 Labeling, Verification, Packaging and Transport, section 5 i Transportation pages 5-6* and *O 4.140- 8 MNX Resources*.

- What corrective action, if any, have been implemented or are planned to prevent recurrence of this type of issue? Include any documentation that supports these corrective actions, such as revised policy, staff re-training materials, etc.

Corrective Action: MNX has reviewed the incident with Delta Management and they are aware of the severity of this incident and will brief their ramp personnel/ramp management. This was an isolated incident that we will continue to monitor and work with MNX and Delta Airlines to improve the process.

If you have any questions or need additional information, please contact me [REDACTED]
[REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

We Are Sharing Hope SC

Cc:

[REDACTED]

APPENDIX A



Case Review: Kidney Allocation – Missed Flight
Event Type: Allocation
Event Date: 03/02/2017
Donor ID: [REDACTED]
Review Type: Causal

Brief Donor History:

[REDACTED] involved in a MCA without helmet with agonal respirations on the scene and was intubated. CT scan of the head showed bilateral SDH and SAH with multiple skull fractures and a left lateral frontal contusion and effacement of the ventricles with probable bilateral uncal herniation. Patient was too unstable for apnea testing, determination of brain death was confirmed by nuclear medicine brain flow study. Patient was pronounced on 02/28/2017 15:21. Consent for donation obtain from NOK- daughter on 02/28/2017 17:15.

Event Details and timeline:

Date	Time	Details
03/01/2017	22:24	OR time set for 0300
03/02/2017	02:45	RELIMINARY (PRE-O.R.) PLACEMENT LIST Heart: KYUK for #11. Surgeon is [REDACTED] MD (ACIN). [REDACTED] will bring 2 assistants. Tail # is 509AB landing at 0245. Coordinator is [REDACTED] @ 317.525.1915. Liver: VAMC for #1. Surgeon is [REDACTED] (ACIN). [REDACTED] will be assisted by [REDACTED] MD and [REDACTED] from the OPO. Tail # is N300GV, landing at 0230. Coordinator is [REDACTED] @ 714.337.3529. Liver B/U: SCMU for #2. Promethera will back up the liver for research. 877.433.1916. Kidney: CACS for #1. Coordinator is [REDACTED] @ 424.603.7979. Kidney: SCMU for #3. Coordinator is Jor [REDACTED] @ 843.824.4070. Lungs: (200) poor organ function, Declined by IIAM for research as they have no emphysema research needs currently. Declined by NDRI for smoking hx. Pancreas: (209) MHx. Declined for research by Promethera because Pt does not have diabetes. Declined by IIAM for cold ischemic time, researcher is off and vent time. NDRI declined for age and missing labs.



		Intestines: (209) MHx. Not offered for research since tissue is to be recovered.
03/02/2017	07:18	Cross clamp at 07:18
03/02/2017	09:26	Organ Perfusion Manager called the Clinical Allocation Technician (CAT) to advise that OPC Data is in iTx, that the kidneys look good and if CACS still wants a bx, it will probably add 2-2.5hrs of cold time. She checked with MUSC and they want the left kidney. The CAT uploaded the intraoperative and organ data to Dnet and then, at 0933, called [REDACTED] abdominal transplant coordinator on call with CACS. Advised that they can have the R kidney, local backup, organ data is in Dnet and that bx will delay shipment up to 2.5 hrs. She will discuss with her team and would call back.
03/02/2017	10:25	The CAT confirmed with coordinator One Legacy – Cedar-Sinai – right kidney. Provided shipping information- Cedars-Sinai Medical Center, [REDACTED]
03/02/2017	10:36	The CAT phoned MNX, spoke with [REDACTED] a CSR, and set up shipping for the R kidney to CA. Kidney will depart CHS via Delta flight 1389, arrives ATL 1541, departs ATL via flight 1218 at 1809, and arrives LAX at 2010 with delivery by 2245 PST. Order # is [REDACTED] and is in will call status prior to activation.
03/02/2017	11:24	The CAT received a call from coordinator with CACS, advising that they will accept the R kidney. The CAT thanked her for the update and called MNX, spoke to [REDACTED] a CSR and executed the logistics plan. He will get a courier enroute immediately (SenseAware # is [REDACTED]). The CAT then sent a text to OPC Mgr advising that CA is accepting the kidney and sent her the address and c.c.'d this to AOC.
03/02/2017	20:28	CAT received a call from Nikki, a CSR with MNX, who advised that the kidney outbound for Cedars-Sinai was not placed on the intended flight (Delta 1218) and then someone mistakenly put tomorrow's date for fly out. Kidney should now fly out on Delta flight 1128 and arrive at LAX at 0008 PST with delivery by 0200. She said her manager Karen is involved as is upper management trying to resolve this. They will give me an update later. CAT notified Legacy One (OPO) at 2035 and spoke to [REDACTED] a coordinator, explained what had happened with the kidney missing the flight, advised of new anticipated delivery time, and answered her questions. The CAT then updated AOC at 2049.
03/02/2017	21:53	The CAT received a call from [REDACTED] a shift supervisor at MNX, who advised that even though they sent a map to Delta based on



		GPS coordinates, Delta apparently had not located the kidney and therefore the kidney will not go out on the last scheduled flight to LAX tonight. She offered to charter the kidney and the CAT advised almost certainly not and requested next available commercial flight to LAX tomorrow morning. She replied Delta flight 110 which arrives at LAX 0955 with delivery by noon. The CAT advised that he needed to make some calls and will get back to her.
03/02/2017	22:02	The CAT phoned AOC and updated her about kidney also missing 2nd flight and will be noon tomorrow earliest. Advised thought best plan is to try to get kidney back to Charleston presuming CACS declines for cold time. Advised there is a flight leaving ATL - CHS at 2330, arriving CHS at 0000. She said that courier [REDACTED] was just leaving VRL in Marietta GA and we could possibly get him to pick up the [REDACTED] from the airport. The AOC notified the courier and the CAT contacted CACS.
03/02/2017	22:36	The CAT received a call back from [REDACTED] with One Legacy, who inquired if there were any flights available for earlier delivery. Relayed what the MNX supervisor stated was the earliest flight, but that will check to make sure. The CAT called MNX and spoke with [REDACTED] again. She was able to find an earlier flight, American 2515, arriving LAX 0847 with delivery by 1047. Advised that CA will probably decline the kidney for cold time and requested pickup address for [REDACTED]. She advised Delta Dash Recovery, 6000 Terminal Bypass South, and ATL. Information relayed this to [REDACTED] and updated [REDACTED]. They will decline for cold time.
03/02/2017	22:44	The CAT advised AOC that CACS declined for cold time and that [REDACTED] is heading to the coordinates given him to pick up the kidney. Called the MUSC coordinator. Called [REDACTED] MUSC abdominal transplant coordinator and advised that the right kidney is coming back from Atlanta. She will call one of the surgeons to advise.
	23:00	The CAT received a text from [REDACTED] advising that he has the kidney and should be back to CHS by 0330. The CAT thanked him and immediately called [REDACTED] to advise. She said that she is still trying to reach Dr [REDACTED].
	23:13	[REDACTED] called back from MUSC. She talked with [REDACTED] and he said to bring the kidney to the OR. The CAT immediately advised [REDACTED] of this and he will advise when delivered. The CAT updated AOC.
03/03/2017	Cold Ischemic time 27 h 9 m	Right Kidney transplanted- match run number- 1022438 sequence #4




A non- conformance report was entered by the CAT. The case was sent to MNX for quality review and identification of root cause of incident. (See attached MNX case review)

MNX root cause- Failure of Delta Airlines to load the right kidney on the originally booked flight and subsequent flight to LAX.

Corrective Action: MNX has reviewed this with Delta Management and they are aware of the severity of this incident and will brief their ramp personnel/ramp management.

APPENDIX B

 LifePoint	Standard Operating Procedure Organ Recovery Services Manual	Document Number	O 4.146
		Revision Number	12
	Labeling, Verification, Packaging, and Transport	Revision Date	09/08/16
		Page 1 of 6	

1) Policy.

a) It is LifePoint policy to:


- i) Uniformly label and package all specimens and organs.
 - ii) Verify the accuracy of labels and document the verification.
 - iii) Verify the accuracy of each packaged organ and its contents.
- b) The purpose of this document is to describe the procedure for completing labels, packaging items for transport, verifying labels & organ packages, and transporting organs.

2) Definitions and/or Acronyms.

Term	Definition
ABO	Type A, B, O, or AB blood and subtype, if applicable.
APC	Advanced Practice Coordinator.
CAT	Clinical Allocation Technician.
Donor record	All documentation associated with the organ donor record including donor evaluation, donor management, authorization, death pronouncement, and all other documentation used to determine organ quality.
Disposable shipping box	A corrugated, cardboard outer container coated with a water resistant substance with at least 200 pound burst strength. The insulated inner container is at least 1.5 inches thick, or its R-factor equivalent.
DOB	Date Of Birth.
DRAI	Donor Risk Assessment Interview.
FSC	Family Support Counselor.
IAW	In Accordance With.
NC	Nurse Clinician.
OPC	Organ Perfusion Coordinator.
OPTN	Organ Procurement and Transplantation Network.
OPTN label	Standardized label distributed by OPTN and described as follows: <ul style="list-style-type: none"> • Exterior OPTN label: A color-coded, organ specific 8"x11" label. • Interior OPTN label: A color-coded, organ specific 6"x7" label. • Exterior Perfusion label: A 4"x8" label for the kidney perfusion machine.
OR	Operating Room.
Organ placed on ice	The date and time the organ is placed into the transport container and covered with ice.
Organ transport container	The disposable box or cooler in which the organ will be transported.
Specimen	Blood tubes, tissue typing materials, biopsy, or biopsy slide.
UNOS#	A unique identification assigned when an organ donor is registered in DonorNet. <ul style="list-style-type: none"> • Also known as UNOS ID, OPTN#, or OPTN ID.

3) Scope and Responsibilities.

- a) This document applies to the FSC, NC, APC, OPC, and CAT.

 LifePoint	Standard Operating Procedure Organ Recovery Services Manual	Document Number	O 4.140
		Revision Number	12
	Labeling, Verification, Packaging, and Transport	Revision Date	09/08/16
		Page 2 of 6	

Position	Responsibility
FSC NC OPC	Label and package specimens.
OPC	Label internal organ containers, specimen containers, and organ transport containers.
CAT NC APC OPC	Ensure by thorough verification that labels and packaging are complete and accurate in comparison to source documents.
CAT NC OPC	Facilitate the transport of the donated organ to the local transplant program, or the export of the organ IAW the arrangements made by the accepting center.
All staff	Use standard precautions IAW <i>S 3.000 Bloodborne Pathogen Policy</i> when handling specimens and organs.

4) Materials and/or Equipment.

- Specimen(s) to be sent for testing.
- Lab requisition form.
- Lab specimen transport box.
- HLA specimen transport box.
- Applicable organ transport container for each recovered organ.
- Packing tape.
- OPTN labels.
- Wet ice.
- Biohazard sticker.
- Biohazard bag.
- Zip ties.

5) Procedure.


a) Labeling Specimens.

- All specimens must be labeled with *O 4.140-2 Specimen Label*.
- Coroner blood will be labeled with a hospital sticker IAW *L 21.000 Coroner/Autopsy Cases*.

Responsible Person	Step	Action
Labeler	1	Complete the known information on <i>O 4.140-2 Specimen Label</i> . <ul style="list-style-type: none"> For information that is unknown at the time the label is completed, such as UNOS # or ABO, document "N/A". "Pre" and "Post" transfusions are indicated on <i>O 4.140-2 Specimen Label</i> for blood samples. If blood is drawn from the donor's mother, it will be labeled with "-mother" following the donor's LPT#.

b) Labeling Verification for Specimens.

Responsible Person	Step	Action
Labeler	1	A copy of the completed <i>O 4.140-2 Specimen Label</i> will be given to the verifier.
Labeler Verifier	2	The label verification will occur during a time-out where each item on the label is verbalized with the labeler and the verifier. <ul style="list-style-type: none"> The UNOS#, LPT#, ABO, and DOB will be verified with a source document such as DonorNet, the EMR, or a laboratory produced test result. All other items on <i>O 4.140-2 Specimen Label</i> will be reviewed to ensure that information is present.
Verifier	3	Document the verification in the EMR on <i>Referral> Organ Donor Task Checklist</i> .

	Standard Operating Procedure Organ Recovery Services Manual		Document Number	O 4.140
			Revision Number	12
			Revision Date	09/08/16
	Labeling, Verification, Packaging, and Transport		Page 3 of 6	


c) Packaging & Transport of Specimens.

Responsible Person	Step	Action
FSC NC	1	Complete an applicable requisition form for each draw time of samples being sent. <ul style="list-style-type: none"> • O 1.100-1 HLA Deceased Donor Requisition. • Serology Lab Requisition. • ABO Lab Requisition. • NAT Lab Requisition.
FSC NC	2	Package the specimens in the appropriate transport box for shipment IAW the shipping instructions located inside the transport box. <ul style="list-style-type: none"> • Place the applicable completed requisition form(s) inside the transport box. • Complete all labels affixed to the box, as applicable.
FSC NC	3	<ul style="list-style-type: none"> • Serology, NAT, and ABO specimens will be transported from the donor hospital to the lab for testing. • HLA specimens will be transported from the donor hospital to the HLA lab at MUSC. • Pre-transfusion or admission blood tubes, if available, will be transported with the HLA specimens to be stored at the Charleston office. • All specimens will be transported in a timely manner.
FSC CAT	4	<p>Local couriers may be used to transport specimens.</p> <ul style="list-style-type: none"> • Complete any necessary paperwork (e.g., Bill of Lading, courier billing form, <i>F 5.000-1 Donor Services Provider Reimbursement Order</i>, etc.) and document the LPT# and the type of specimen on the applicable form. <p>If a local courier is unavailable, MNX will be used for courier services.</p> <ul style="list-style-type: none"> • Call the Customer Center to arrange transportation with MNX. • Record the following information in the <i>EMR Call Notes</i>: <ul style="list-style-type: none"> ○ First and last name of the courier. ○ Date and time of pick-up. ○ Job number. ○ Intended destination. <p>See O 4.140-8 MNX Resources for further details about MNX courier services.</p>

d) Preparing the Disposable Shipping Box for Recovered Organs.

- i) One disposable shipping box per organ (or organs enbloc) will be used. Disposable shipping boxes are single-use only and re-use is prohibited.

Responsible Person	Step	Action
OPC	1	Place the biohazard bag inside of the disposable shipping box.
OPC	2	Place the insulated container inside of the biohazard bag.
OPC	3	Place a regular plastic bag inside the insulated container.
OPC	4	Put a thin layer of wet ice across the bottom of the regular plastic bag.
OPC	5	<p>Complete the applicable exterior OPTN label and securely affix the label to the outside of the disposable shipping box.</p> <ul style="list-style-type: none"> • Ensure all shipping information is completed on the label prior to the organ departing for all organs being shipped on commercial airlines. • The exterior OPTN labels may be layered on the outside of the disposable shipping box, as needed, with the identifying information remaining visible.

 LifePoint	Standard Operating Procedure Organ Recovery Services Manual		Document Number	O 4.140
			Revision Number	12
			Revision Date	09/08/16
	Labeling, Verification, Packaging, and Transport		Page 4 of 6	

e) Preparing the Cooler for Recovered Organs.


- There may be times when an organ is packed in a cooler instead of a disposable shipping box (e.g. the organ is too large for the box, etc.)
- Coolers may not be used when organs are being shipped commercially, such as with a courier service or commercial airline. In those cases organs must be packaged in a disposable shipping box.

Responsible Person	Step	Action
OPC	1	Line the cooler with a biohazard bag.
OPC	2	Put a layer of wet ice in the bottom of the biohazard bag.
OPC	3	Complete the applicable exterior OPTN label and securely affix the label to the outside of the cooler. <ul style="list-style-type: none"> Ensure all shipping information is completed on the label prior to the organ departing for all organs being shipped on commercial airlines. The exterior OPTN labels may be layered on the outside of the disposable shipping box, as needed, with the identifying information remaining visible.
OPC	4	Coolers may be re-used when the cooler has been cleaned with a 10% bleach solution and all previous labels have been removed. <ul style="list-style-type: none"> Mixing a 10% bleach solution: This solution is prepared during each event and expires after 24 hours. It is mixed by using the appropriate bottle. Bleach is added to the bleach fill line and then water is added to the bottle to the water fill line creating a 10% bleach solution. Document the cleaning on the EMR <i>Organ Donor Task Checklist</i>.

f) Labeling and Packaging Organs for Transport.

- All organs, vessels, and specimens must be packaged in a sterile environment.

Responsible Person	Step	Action
OPC	1	Complete the applicable interior OPTN label.
OPC	2	After the organ is handed off of the back table, securely affix the interior OPTN label to the outermost layer of the organ packaging.
OPC	3	The labeled organ is placed directly into the labeled disposable shipping container.
OPC	4	Cover the organ with ice. <ul style="list-style-type: none"> Document the time the organ was placed on ice on the exterior OPTN label and on O 4.140-7 Organ Packaging and Labeling Verification for each organ.
OPC	5	Securely close the inside plastic bag around the ice in a manner to prevent leaking.
OPC	6	As applicable, place the labeled and verified biopsy specimen, nodes, spleen, yellow top tubes (tissue type samples) and red top tubes (ABO confirmation sample and/or toxoplasma sample) on top of the closed plastic bag inside the insulated container.
OPC	7	Close the insulated container.
OPC	8	Close the biohazard plastic bag securely around the insulated container in a manner to prevent leaking.
OPC	9	Place a copy of the donor record into a plastic bag and place outside of the biohazard plastic bag. <ul style="list-style-type: none"> All organs, including organs that are recovered and transplanted in the same hospital will include a copy of the donor record.
OPC	10	Close the disposable shipping container and secure the flaps with packing tape.

	Standard Operating Procedure Organ Recovery Services Manual		Document Number	O 4.140
			Revision Number	12
	Labeling, Verification, Packaging, and Transport		Revision Date	09/08/16
			Page 5 of 6	

- g) Transporting Kidneys on the LifePort Kidney Transporter.
i) LifePort Kidney Transporters are permitted for transporting kidneys.


Responsible Person	Step	Action
OPC	1	Before re-using the LifePort Kidney Transporter, all labels from the previous donor must be removed.
OPC	2	The cassette containing the organ must be labeled with the organ type, ABO, ABO subtype if applicable, and UNOS#.
OPC	3	Place a completed Exterior Perfusion label on the lid of the LifePort Kidney Transporter. Place a completed Interior OPTN label on the handle of the LifePort Kidney Transporter.

- h) Organ Packaging Verification.
i) Verification of the labels and packaging is performed before the organ is transported.
ii) Labels may be corrected IAW Q 9.000 *Labeling of Organs and Tissue Products*.

Responsible Person	Step	Action
OPC Verifier	1	Ensure the following items are in each organ transport container. <ul style="list-style-type: none"> • The correct organ. • Biopsy specimen. • Tissue typing materials (if applicable). • Vessels (if applicable). • A complete donor record to include at least the following: <ul style="list-style-type: none"> ○ Donor DRAI ○ Death pronouncement ○ Serology results ○ ABO typing source documents ○ Donor evaluation documentation. ○ Donor maintenance documentation. ○ Documentation of intraoperative management and organ anatomy.
OPC Verifier	2	Once each package has been verified, complete O 4.140-7 <i>Organ Packaging and Labeling Verification</i> . <ul style="list-style-type: none"> • "Organ placed on ice" is the date and time that the organ is packaged in the organ transport container and covered by ice.

- i) Transportation.

Responsible Person	Step	Action
NC Designee	1	Make the travel arrangements for local recoveries. This includes both arrival and departure arrangements for the local recovery team(s). <ul style="list-style-type: none"> • Arrange the ground transportation for any outside teams coming to recover. • Flight arrangements for outside recovery teams will be arranged by the recovering team.
OPC	2	<ul style="list-style-type: none"> • The heart, lung, liver, kidneys, and pancreas may be transported in the custody of the recovering surgeon back to the transplant center. • The kidneys and pancreas may remain in the custody of the OPC until handed over to a courier for transport to the accepting center, delivered directly to the local transplant OR, or returned to the LifePoint office for perfusion or discard • The first and last name of all personnel who assume custody of the organ(s) and the date and time will be recorded in the <i>EMR Call Notes</i>.

 LifePoint	Standard Operating Procedure Organ Recovery Services Manual		Document Number	O 4.140
			Revision Number	12
			Revision Date	09/08/16
	Labeling, Verification, Packaging, and Transport		Page 6 of 6	

CAT OPC	3	<p>Make transportation arrangements for all organs post-recovery in conjunction with the accepting center. MNX will be used for transportation of all exported organs.</p> <ul style="list-style-type: none"> • Call the Customer Center to make transportation arrangements. • A SenseAware device must be securely attached to all exported kidney boxes by the OPC. <ul style="list-style-type: none"> ◦ Provide the unit number on the SenseAware device to the Customer Center. ◦ Once the device has been activated by the Customer Center, attach the device to the box. ◦ Confirmation emails will be sent to the OPC/CAT at predetermined transportation intervals. ◦ The MNX courier will remove the device once it reaches the destination and return it to LifePoint. • Record the following information in the EMR <i>Call Notes</i>: <ul style="list-style-type: none"> ◦ First and last name of the courier. ◦ Date and time of pick-up. ◦ Job number. ◦ Intended destination. ◦ Transplant Center contact first and last name. <p>See O 4.140-8 MNX Resources for further details about MNX courier services.</p>
OPC NC	4	<p>In cases where the organ recovery and the transplant take place at MUSC and the organ can be transported via a sterile corridor, conduct a "time-out" with a member of the transplant team prior to leaving the donor OR to confirm that the correct organ is identified for the correct recipient prior to transplant.</p> <ul style="list-style-type: none"> • Document the time-out in the EMR <i>Call Notes</i>. • Sign the organ in with the MUSC OR front desk. • Record the first and last name of the MUSC employee who received the organ along with the date and time in the EMR <i>Call Notes</i>. • The organ will be bagged IAW the applicable organ packaging policy and labeled IAW O 4.140 Labeling, Verification, Packaging, and Transport, stored in a basin with ice, and covered with a sterile covering prior to being removed from the recovery suite.

6) Attachments.

- O 4.140-2 Specimen Label.
- O 4.140-7 Organ Packaging and Labeling Verification.
- O 4.140-8 MNX Resources.

7) Referenced and Related Procedures.

- F 5.000 Donor Services Provider Reimbursement Order.
- L 5.000 Conducting the Uniform Risk Assessment Interview.
- L 17.000 Blood Sample Suitability.
- L 19.000 Referencing Electronic Record Keeping Systems in Procedures.
- L 21.000 Coroner/Autopsy Cases.
- O 1.082 Authorization for Donation.
- O 1.110 Specimens Drawn for Donor Evaluation.
- O 2.080 Donor Maintenance.
- O 4.130 Recovery of Tissue Typing Material.
- O 5.210 Use of the LifePort Kidney Transporter.
- O 9.000 Labeling of Organs and Tissue Products.
- S 3.000 Blood borne Pathogen Policy.

8) Standards and Regulations.

- Association of Organ Procurement Organizations (AOPO) Standards, CL 6.5 and SS 6.5.
- Centers for Medicare and Medicaid Services (CMS) 42 CFR Chapter IV, § 486.346 (b-d).
- OPTN Policies: 2.2(10), 2.2(14), 16.1, 16.3, 16.4, 16.5, 16.6, and 16.8.



Account Information

LifePoint Inc. – account # [REDACTED]
Have your account number ready when placing an order.

Placing an Order

Phone: Call 888.888.8463 to speak to our Customer Excellence Center (available 24/7/365)
Provide the unit # from the SenseAware device to the Customer Excellence Center for all exported kidneys.

Contacts at MNX

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Enrolling with MNX through MxWeb

1. Access the enrollment page: <https://mxweb.mnx.com/SignUp.aspx>
2. Complete as much information as possible in sections 1-6.
 - 1) Your First Name and Last Name.
 - 2) Your email address and phone number. A fax number is not required, but can be entered if available.
 - 3) The User ID you would like for your login. You can use your email address.
 - 4) Passwords must contain at least 8 characters with 1 lowercase, 1 uppercase and 1 number.
 - 5) Your MNX account number.
 - 6) Select *United States of America* for domestic customers. Adjust Time zone if necessary.
3. Click on *Submit Sign Up Form* at the bottom of the page. You will receive an email to confirm your login information.
4. Once you have validated the email and have an active User ID, you can log in to MxWeb from www.mnx.com (CLIENT LOGIN) or <https://mxweb.mnx.com/Default.aspx>
5. Automatic email notifications for CATs & OPCs have been set for the following actions: Order acknowledged; Dispatched; Picked up; Departed; Arrived; and Delivered.