Tissue Donor Families:

Your loved one is a tissue donor if they donated corneas, heart valves, veins, skin and/or bone.

- Unlike organs which require immediate transplantation, tissues can be preserved for up to 10 years meaning the donation may help more individuals over time.
- The initial donation confirmation letter sent 6 - 8 weeks after donation will include information about any tissue that was recovered.
- OneLegacy does not receive direct notification when tissue is transplanted and therefore cannot automatically forward this information to donor families.

Contacting Tissue Recipients:

- Donor families are unable to initiate communication with tissue recipients because there is not a direct recipient known at the time of donation.
- It is not possible to initiate writing to a tissue recipient until they reach out to you through our tissue partners and give us their contact information.
- Although you cannot initiate writing to tissue recipients, you may request a tissue update if it has been 1 year since your loved one's donation.

After Donation Occurs:

Transplant Recipients and How to Contact Them
Organ Donor Families:

Your loved one is an organ donor if they donate heart, lung(s), kidney(s), liver, and/or pancreas.

- OneLegacy does not have direct contact with any recipients. We are a bridge between the hospital (where your loved one was treated) and the transplant center (where the recipient is treated). This helps protect privacy.
- Within 6-8 weeks after your loved one’s donation, we will send a letter providing general information about how each recipient is doing. Due to private health laws, we will not provide you with their names or identifying information about them.
- If you would like to know how the organ recipients are doing after this initial letter, the legal next-of-kin of the donor needs to initiate a medical update request with OneLegacy’s Donor Family Aftercare Department. This can be requested once every 6 months after the initial letter.
- OneLegacy does not receive direct notification when the status of recipients changes and therefore we cannot automatically forward this information to donor families.

Contacting Organ Recipients:

The Donor Family Aftercare Department can coordinate communication between donor families and transplant recipients and can help guide you through the process.

- If you wish to contact your loved one’s recipient(s), you may initiate contact with the recipient(s) by writing a letter.
- Please visit this link for specific guidelines: https://www.onelegacy.org/forms/aftercare/recipient_contact.html
- In your letter, you may let the recipient(s) know if you are willing to be contacted.
- Although there is no guarantee you will hear back from a recipient, you may initiate contact with them whenever you feel ready.
- About 20% of recipients will write. We find that when donor families write first, it helps the recipient contact their transplant center to find out how to write back. Again, OneLegacy has no direct contact with recipients and we must make all inquiries through the recipients’ transplant centers.

Will I hear from the recipient(s)?

After your loved one’s donation, you may prefer privacy and choose not to contact the recipient(s). Likewise, a recipient may not write or respond due to a variety of personal or medical reasons. Examples include fear of adding to the donor family’s grief, ill health, cultural or language barriers, guilt or sadness about their improved health or a lack of information about their ability to contact you.

Please know that meeting a recipient is very rare. Although OneLegacy does not prevent contact, on average, less than 4% of donor families and recipients meet due to variables outside of the donor family’s and recipient’s control and/or our control.

Recipients are profoundly grateful for the gift of life and health. Your loved one’s generosity will always be remembered by those of us at OneLegacy and by those whose lives are saved and restored.

If you have any questions or concerns about this process, please contact:

OneLegacy Donor Family Aftercare Department
familycare@onelegacy.org
(800) 423-7220