

## Donor Connect Mentor Program Best Practices

The Donor Connect Mentor program helps living donors navigate the complex process of donating a kidney, including education on all donation options and all support and protections offered to living donors. Donor Mentors are living donors and are ILDA-qualified. Donor Mentors shall observe the following best practices:

1. ***Mentors do not provide medical advice.*** Mentors shall direct potential donors to make healthcare decisions in consultation with their healthcare team.
2. ***Mentors educate and explain the donation opportunity.*** Mentors actively listen to and address donor candidate's questions, explain the process, and share their personal donation experience. Mentors operate from the donor candidate's agenda, not their own.
3. ***Mentors never provide the donor candidate with any incentive to proceed with testing or donation.***
4. ***Mentors should remain available to donor candidates after initial contact.*** Donor candidates may have additional questions as the testing and donation process moves forward. Mentors should be willing and available to share the information they request.
5. ***Mentors should not tell a donor candidate what to do.*** Mentors may be asked about pursuing donation, changing transplant centers, etc. Mentors should share information with donor candidates but allow donor candidates to reach their own decision.
6. ***Mentors should not speak directly to transplant team members.*** Mentors should direct questions to the Mentor program administrator.
7. ***Mentors should not share negative opinions about a transplant center.*** Mentors will provide facts and resources for a donor candidate to review related to transplant center offerings. This may include the availability of donor protections, Donor Care Network status, Voucher participation, etc.
8. ***Mentors should remain current on donor program updates.*** Mentors should stay current on procedural changes and training material updates. Mentors should also understand and remain current on the NKR Donor Shield program, the NLDAC program, and other programs that protect and support living donors.
9. ***Mentors should maintain program and donor candidate confidentiality.*** Information obtained in the Mentor role about a transplant program should not be shared outside of the organization and the transplant program. Information obtained about the donor candidate should not be shared with anyone without the permission of the donor candidate.

10. ***Mentors may share the concept of the 'Medical Out.'*** Mentors should not lead a donor candidate to believe that all transplant center will provide a medical out. Donor candidates will be encouraged to speak with their transplant team about this topic.
11. ***Mentors should accurately and appropriately document their calls in the Donor Connect DASH system.*** Mentors will be provided with a username and password to access this system.
12. ***Mentors should report any change in their desired caseload to the Donor Connect program administrators.*** Mentors should be clear about their capacity to accept new donor candidates and interact with current donor candidates.
13. ***Mentors should appropriately escalate difficult interactions or situations.*** Mentors should understand the use of the Incident Report system, the NKR "Contact Me" button, and know when to reach out to their program administrator with unusual donor candidate interactions.
14. ***Mentors should understand that not every assigned donor candidate will be interested in Mentor support.*** If a donor candidate is not interested in Mentor engagement, Mentors should follow the suggested cadence for donor candidate interaction. If a donor candidate doesn't respond, the Mentor should wish them well and make themselves available for future engagement.