

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 4, 2020 12:02 PM
To: Patient Safety System Email Group
Cc: [REDACTED]
Subject: [REDACTED] - WISL HEART RECIPIENT COMPLAINT
Importance: High

Hi Patient Safety Team:

Is this case on your radar?:

Heart recipient

[REDACTED]
Ctr code: WISL

- Patient states that [REDACTED] was originally told by tx surgeon that there was no chance of [REDACTED] receiving a heart tx at Classification Status 4, but within 2 months [REDACTED] was offered a heart & tx'd.
- Patient states that 9 weeks post-tx, the surgeon called [REDACTED] and told [REDACTED] the donor died of metastasized Glioblastoma and that [REDACTED] as the recipient, may likely die within the next 3 years.
- Patient states that the surgeon [REDACTED] [REDACTED] stated [REDACTED] doesn't know how they '*messed up*' and did not catch this prior to tx.
- Patient states that [REDACTED] was originally told that the ctr reported the incident to UNOS, but later ctr changed that story to UNOS had contacted the ctr re this event.
- Patient wants to know if we are investigating? (I've already told [REDACTED] any investigation that is conducted is confidential and results nor updates would be reported to [REDACTED]).
- Patient wants a copy of [REDACTED] medical records including donor information and states the ctr will no longer discuss nor provide [REDACTED] records - to which I redirected [REDACTED] consult w/legal counsel.
- I also redirected to the *Wisconsin State Health Department* to field [REDACTED] inquiries about [REDACTED] rights as a patient.
- I promised the patient I would, immediately, report this event to our *Patient Safety Team* which I am doing via this email.

Please advise/acknowledgement receipt so I may document in this PS work ticket to close out the ticket. I fully understand no further information will be shared with this recipient patient.

Should you desire to contact him:

[REDACTED]

Thanks for your help, as always!

[REDACTED]

[REDACTED]

OPTN Organ Procurement & Transplantation Network

[REDACTED]

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