



## Chris's story – video transcript

Our first priority in the intensive care unit is to our patient and to our patient's family, giving them all the information that they need to make the right decision for their loved one. We are very aware it's a busy time for families on so many levels. We ensure that the donation process occurs as efficiently as possible.

When the teams come to retrieve organs for donation, that is done in an operating room. Before any decisions are made, we take the time to firstly reassure the family that their loved one is being well cared for. And then secondly, to provide them with an environment such that they can make the right decision for them, whatever that decision may be.