

When discussing organ donation, the language should reflect a respectful focus on the patient. It is appropriate for all staff to continue to refer to the patient by name after death (this may not be appropriate for families of Aboriginal and Torres Strait Islander background; see Section **Error! Reference source not found.**). Technical or legal terms commonly used to describe dead people are insensitive to the family, and it is respectful that the patient remains a person after death.

Consider of the following terminology:

- Avoid- 'life support'- used loosely by the media, potentially confusing to family members when used after death has been determined neurologically.
- Use 'Family-focused' terms to describe donation processes e.g. 'discussing organ and tissue donation', 'offering the option of donation', 'family agreement to donate' and 'declining organ donation'.
- Avoid 'organ-focused' phrases e.g. 'seeking consent', 'obtaining consent', 'requesting organs', 'asking for organs', 'denying consent', 'refusing organs', 'consent rate' and 'conversion rate'.
- Avoid harsh and impersonal transplant terms e.g. 'harvest'
- Use- 'organ removal', 'organ retrieval', 'tissue retrieval', 'organ donation' or the 'donation operation'.