

A patient's preferences about donation may have been given verbally to family, friends or medical treatment decision-makers, or may have been put in writing in an advance care plan or in a government register (see Section 4.3.3).

A patient may have indicated their wishes regarding organ donation without informing his or her family. Whether or not the patient's previously indicated preference is known, the family should be supported in making the right decision for them and the patient. Most families uphold the prior expressed donation wishes of the patient. Occasionally, however, the decision of the family may be at odds with the patient's known wishes. If this is the case it is appropriate to explore their decision and understand the reasons to avoid any misunderstanding. Families should be supported in the decision they ultimately make, recognising that the well-being of the family would likely have been of great importance to the patient.