

Related Donor Services

Frequently Asked Questions for Transplant Centers

What is Related Donor Services?

Related Donor Services helps our transplant center partners connect patients to their donor relatives. Our expansive infrastructure and relationships with apheresis and collection centers and other registries allow us to more easily remove geographic or financial barriers to donor collection. This allows your patient to receive their optimal cell source for transplant.

When your center uses Related Donor Services, your patient and their related donor receive support and services from our organization. Your patient has access to our patient financial assistance for expenses before and after transplant.

For your patient's related donor we:

- Offer the convenience of local testing
- Coordinate and pay for travel and lodging arrangements for the donor and one companion
- Educate the donor and offer support if they are hesitant
- Advocate for necessary time off work
- Provide financial assistance to cover lost wages (for qualifying donors)
- Reimburse the donor for out-of-pocket, donation-related expenses

We provide comprehensive related donor support so you can focus on your patients. We offer two Related Donor Services options for your transplant center: Testing and Logistics or Workup and Collection.

What is Related Donor Services Testing and Logistics?

With Related Donor Services Testing and Logistics, we manage the related donor's travel and logistics from workup through collection, including to and from your transplant center for collection. Your transplant center maintains control of donor medical clearance and filgrastim injections and facilitates the donor's cell collection.

This new option was created based on direct feedback from transplant centers that they are looking for travel, logistical, and financial support for donors but would also like to maintain control over the clearance and collection for the donor.

In addition, we facilitate donor workup through the physical exam (PE); report donor test results to your transplant center for your determination of clearance; and coordinate and pay for the donor's travel to and from your center or the center you select for filgrastim injections and collection.

What is included in the testing results for Related Donor Services Testing and Logistics?

The related donor testing results include PE labs and IDMs.

What is Related Donor Services Workup and Collection?

Related Donor Services Workup and Collection is our full-service solution. We facilitate the entire process—including donor medical clearance, filgrastim injections and cell collection. We alleviate capacity constraints at your center by tapping into our full Network of 73 apheresis centers and 51 collection centers in the U.S. and Mexico for cell collection.

We provide the donor with the same benefits as we do with RDS Testing and Logistics. The donor has the added benefit of typically staying closer to home for cell collection, reducing their travel burden.

How does my transplant center submit a request for a related donor collection?

To request a related donor collection, fill out the FO1034 Related Donor Workup Request form [located on the Network website](#). Or, you can contact your case manager.

How are donors screened and cleared for collection?

We screen related donors similarly to unrelated donors for a marrow or PBSC donation. During the workup process, we fully inform donors of what to expect. Our medical team reviews each case individually and determines suitability if we are facilitating the collection or provides their review to your team if you are performing the collection.

Are there age restrictions for related donors?

We have facilitated related donor collections from donors who are 18 to donors well into their 70s. Our medical team reviews every case to be sure proper screening has been completed to ensure the safety of the donor and patient.

Does the related donor need to be fully HLA-matched?

No. You can use Related Donor Services for any related donor, whether that donor is a haploidentical or fully matched relative.

When should I consider using Related Donor Services?

Related Donor Services can be used for any related case. One of the most common reasons transplant centers tell us they use Related Donor Services is to minimize the amount of travel for the donor. Travel can be a significant barrier to donation.

Also consider using Related Donor Services when there are financial barriers for a related donor. We cover all the donor’s travel-related expenses and offer financial assistance to cover lost wages for qualifying donors.

Specifically for Related Donor Services Testing and Logistics, we coordinate and pay for the donor’s travel and logistics while your center maintains the control and flexibility to clear and collect the donor.

How much does Related Donor Services cost?

Related Donor Services pricing is based on a donor being collected in their country of origin or outside of it. The table below shows the pricing breakdown between Workup and Collection and Testing and Logistics.

- **In-country pricing:** Applies to related donors who do not travel outside their country of origin for workup and collection.
- **Out-of-country pricing:** Applies to related donors are those who must travel outside their country of origin for collection

	In-Country Pricing	Out-of-Country Pricing
Workup and Collection	\$30,000	\$45,000
Testing and Logistics	\$15,000	\$30,000

When you use Related Donor Services to facilitate your patient’s transplant, you can [apply for our Patient Financial Assistance Program](#) for your patient.

Does the price of Related Donor Services include coverage for the donor’s companion?

Yes, the price includes travel, lodging, incidentals and time away from work coverage for the donor as well as travel, lodging and incidentals coverage for one companion.

We have a related donor who lives in another city/state. Do you have an apheresis or collection center there?

If we do not have an apheresis or collection center partner where the donor lives, Related Donor Services is still a good option for most donors. We can help the donor overcome any travel barriers they face and coordinate logistics. For many donors, this eliminates their need to stay local for their collection.

Can Related Donor Services facilitate collection for a relative living in another country?

There are two ways that we can assist in these scenarios.

If there is an option to collect the donor locally through a partnership with an international registry, your case manager will work with you on the requirements in those specific circumstances. Associated fees and support for related donors outside the United States and Mexico varies by the registry facilitating it.

In scenarios where there is no local option for the donor, we can fly the donor to the U.S. for testing, PE and collection through Related Donor Services.

Will you assist with donor testing if a donor needs to be retested due to a patient postponement?

Yes, if a donor needs to be retested due to a postponement, we can arrange to have testing completed. These repeat tests will have a separate charge from the initial testing and a logistics fee that will be billed individually.

What if a donor needs logistical support beyond the standard nine-day time frame?

Standard pricing for logistical support includes nine days of coverage. If you need additional days, support is available at a daily rate of \$400. This can provide more flexibility to accommodate your transplant center's workflow or any unforeseen donor needs.

How do I find out more about Related Donor Services?

If you are interested in learning more about Related Donor Services, please visit the [Related Donor Services webpage](#) or contact your case manager or clinical operations partner.