

Updated: 2/6/2026

**The Organ Procurement and Transplantation Network**  
**Toll-free patient services line:**  
**1-866-OPTN-411 (1-866-678-6411)**  
**Your resource for organ transplant information**

*Staffed 8:30 a.m. – 6:00 p.m. ET, Monday – Friday*  
*Leave a message 24/7 to receive a call back*

The Organ Procurement and Transplantation Network (OPTN) is the national transplant system. It makes the policies that decide how donated organs are matched to patients waiting for a transplant. The OPTN:

- Makes sure donated organs get matched to people on the transplant waiting list
- Tells people about the donation and transplant processes
- Makes sure that the public knows about the need for more organ and tissue donations

The OPTN has a free patient services line that you can call to:

- Get more information about:
  - Organ donation and organ transplants
  - Donation and transplant policies
- Get an information kit with:
  - A list of transplant hospitals
  - Waiting list information
- Talk about any questions you may have about your transplant hospital or organ procurement organization. The staff will do their best to help you or point you to others who may help.
- Find out how you can volunteer with the OPTN and help shape transplant policy

The patient services line number is: **1-866-OPTN-411 (1-866-678-6411)**

Patient services line staff CANNOT answer questions about your own medical care, including:

- Waiting list status
- Test results
- Medical records

You will need to call your transplant hospital for this information.

The following websites have more information about transplantation and donation:

- OPTN: <https://optn.transplant.hrsa.gov/>
- For potential living donors and transplant recipients:
  - Living donation process: <https://www.hrsa.gov/optn/patients/organ-donation/living-donation>
  - Financial assistance: <https://www.livingdonorassistance.org/>
- Transplantation data: <https://www.srtr.org/>
- Organ donation: <https://www.organdonor.gov/>

Volunteer with the OPTN: <https://www.hrsa.gov/optn/about/volunteer>