



Who should attend?

This workshop is suitable for healthcare staff who may be involved in supporting families by phone about cornea donation. It may be particularly useful for:

- Eye Bank Ireland and IBTS staff
- healthcare professionals involved in cornea donation conversations

What participants will learn?

At the end of this Module, you will be able to:

- Describe the structure of a cornea donation phone call
- Use key phrases to introduce the HLQ and sensitive questions
- Explain cornea donation clearly and simply to families
- Support families to make and communicate a decision
- Recognise the emotional impact and use self-care and team support

Practical phrases explored in the workshop

"Hello, my name is _____. I'm calling from Eye Bank Ireland at the Irish Blood Transfusion Service. First of all, I want to say how sorry I am for your loss."

"Is now an okay time to talk?"

"The reason for my call is to talk with you about the possibility of cornea donation and to ask some questions from the Health and Lifestyle Questionnaire."

"Some of the questions may feel very personal, and I am sorry if they feel intrusive."



MODULE 10.2

END-OF-LIFE CONVERSATIONS:

Cornea Donation Telephone Conversation

In collaboration with Eye Bank Ireland –
Irish Blood Transfusion Service

Why this workshop matters

Cornea donation phone calls are among the most sensitive conversations in healthcare.

Families may be newly bereaved, shocked, tired, upset or unsure what their loved one would have wanted. At the same time, staff may need to explain donation, discuss time limits, introduce the HLQ and ask personal questions about medical history, travel, lifestyle and sexual health.

These calls are different because they often involve:

- recent bereavement and strong emotion
- no face-to-face contact or visual cues
- sensitive questions asked by phone
- legal, consent and safety requirements
- a limited time window for cornea donation
- the need to support decisions without pressure

This workshop gives participants a clear structure and practical phrases to help families feel respected, informed and supported.

Next workshop

VENUE:

DATE AND TIME:

5 CPD Credits

What the workshop covers

The workshop uses short teaching inputs, discussion, micro-practice and role-play to help participants build confidence step by step.

1. Opening and setting the context

Participants explore why cornea donation phone calls can feel different from other healthcare conversations and what makes them difficult for families and staff.

2. Structure, preparation and starting the call

Participants learn a clear call structure and practise opening the conversation with warmth, clarity and respect.

3. Introducing the HLQ

The workshop explores how to explain the purpose of the Health and Lifestyle Questionnaire and why some personal questions are required.

4. Asking sensitive questions

Participants practise signposting sensitive sections, using neutral language, checking understanding and offering pauses.

5. Explaining cornea donation

Participants learn how to explain what cornea donation involves in simple, accurate and reassuring language.

6. Supporting the decision

The workshop focuses on supporting families to make a decision without pressure, while being clear about time limits.

7. Closing well

Participants practise closing the call with a clear summary, next steps, appreciation, empathy and contact information.

8. Self-care and team support

The workshop highlights the emotional impact of these calls and the importance of debrief, peer support and short resets after difficult conversations.