



Lions Eye Bank of Wisconsin

2401 American Lane, Madison, WI 53704

Voice: 608.233.2354

Fax: 608.233.2895

www.lebw.org

Lions Transporter Guidelines

*The Lions Eye Bank of Wisconsin now has its own in-house 24 hour Donor Support Center! Both incoming and outgoing tissue will be arranged by the LEBW Donor Support Center at: **877-233-2354 ext. 1***

1. Be realistic with your dispatcher about your schedule **for pick up** allowing for weather, traffic, and personal schedule, but try to go as quickly as possible.
2. Always take the **box inside the designated relay point**. It is not necessary to wait until the next driver arrives.
3. Thank the people at the relay point for what they do for the Eye Bank and Lions.
4. If multiple boxes are at the relay point, check to be sure you pick up the correct box or boxes by **reading the label for the end point delivery**. Brown boxes are incoming tissue being sent to the Lions Eye Bank of Wisconsin, white boxes are outgoing tissue to a surgery center. **Be sure to check the address** so it is delivered to the correct location.
5. Place box in the rear seat away from direct heat and in an **upright position**.
6. Call the LEBW Donor Support Center if there is a problem with your delivery (running late, accident, etc.)
7. Call the Donor Support Center as soon as you have dropped your tissue off at the relay point to notify them your route has been completed.
8. If picking up or delivering tissue to the LEBW office after hours, please use the call button to alert staff. Also, do not arrive too early for a pickup if after normal work hours, as staff may not be at the LEBW much before the appointed time. Staff could be involved in recoveries or taking tissue to Fed Ex.
9. **Be patient** if you are a transporter in the middle part of a route. While we try to estimate travel times and pick up times as well as we can, there can be delays in transporter arrival times beyond LEBW's and the transporters control.

Thank you for being a Transporter and for your dedicated service to the Lions Eye Bank of Wisconsin!