

REGIONAL RENAL PROGRAM

Hemodialysis Patient Handbook



Contact Details

WRH Ouellette Campus, Bell Unit

- 519-254-5577 ext. 32115
- Open 7 am to 11 pm Monday to Saturday
- Closed on Sunday

WRH Ouellette Campus, Jeanne Mance Unit

- 519-254-5577 ext. 35013
- Open 7 am to 11 pm Monday to Friday
- Closed on Saturday
- Open 7 am to 11 pm Sunday

WRH Leamington Satellite Unit

- 519-322-2501 ext. 4027
- Open 7 am to 11 pm Monday to Saturday
- Closed on Sunday

Renal Charge Nurse (For patient dialysis appointment schedules)

- 519-254-5577 ext. 32634

Multi-Care Kidney Clinic (MCKC)

- 519-254-5577 ext. 32260

Operations Manager- Leamington Satellite; MCKC; Home Programs

- 519-254-5577ext. 37522

Operations Manager- Hemodialysis; Bell and Jeanne Mance Units

- 519-254-5577ext. 32484

Clinical Practice Manager

- 519-254-5577ext. 33415

Director of Renal and Mental Health

- (519) 254-5577ext. 33894

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1. INTRODUCTION

1.1 A MESSAGE FROM THE RENAL PATIENT AND FAMILY ADVISORY COMMITTEE (PFAC)

Hello, and welcome to the Hemodialysis Program! The Renal PFAC is a group of patients, care givers, and family members who have applied and volunteered our time to be the voice between the health care team and the renal patient community. We help to provide the Regional Renal Program a renal patient perspective on all facets of renal care.

Did you know that the Regional Renal Program services over 500 renal patients within our community? As you go through your own personal journey, please know that you are not alone. There are many different paths patients take to begin their dialysis journey. Everyone's journey is different. We want to help make your transition to dialysis one where you are both informed and comfortable. You always have the support of the care team available to you. Please feel free to reach out to them and us for any questions. Remember, you are not just a fellow patient, you are now part of our family.

A MESSAGE FROM YOUR HEALTHCARE TEAM

We would like to welcome you to the Windsor Regional Hospital Renal Program! As you adjust to a new situation and new surroundings, we want you to know that we are here to help.

Your team includes doctors, nurses, social workers, dialysis technologists, dietitians, pharmacists, and clerical staff. We continue to improve patient care by following the best clinical practices with current technology. We are committed to helping you achieve the best possible health and well being!

This handbook provides general information about the program. Feel free to approach any member of the team if you have further questions.

1.2 UNDERSTANDING YOUR TREATMENT

- We believe that good communication assists us to provide you the best possible care and health.
- It is important for you to understand as much as possible about your dialysis treatment, medications and blood test results.
- If you have any questions, please ask.
- You may have many new responsibilities and a lot of information to process now that you are on dialysis.

- At first you may feel overwhelmed but remember that you are not alone. The renal teams are here to help you to achieve your best possible health outcomes.

Our program offers three types of dialysis:

- Peritoneal Dialysis
- Independent Hemodialysis
- In-Center Hemodialysis

Options to dialysis treatment that you may wish to choose include:

Peritoneal Dialysis (PD)

- This treatment is performed in the patients' home and allows independence, flexibility and the ability to travel more easily.
- You will be trained to perform peritoneal dialysis at home.
- During this treatment, dialysis occurs through the abdominal cavity with the use of a PD catheter.

Home Hemodialysis

- This treatment offers independence, flexibility and freedom to schedule your own treatment time in your home.
- You will be trained to perform hemodialysis at home.
- A hemodialysis machine can be installed in your home at no cost to you.

You are currently undergoing in-centre hemodialysis treatment:

In-Center Hemodialysis

- In-center hemodialysis offers supervised dialysis treatment in a hospital setting at scheduled times.
- Hemodialysis is a process to clean the blood and remove excess fluid.
- Blood is withdrawn from the body by a hemodialysis machine and passed through an artificial kidney.
- The artificial kidney cleans your blood.
- The blood is then returned back to the patient.

2. ABOUT THE PROGRAM

Windsor Regional Hospital respects the values, rights, and dignity of all patients. We believe that communication is a shared expectation between the healthcare team and patients.

2.1 PATIENT RIGHTS

We believe that as a renal patient you have the right to:

- Receive information concerning your medical condition, in terms you can understand.
- Be treated with consideration, courtesy and respect.
- Participate in decisions regarding your care.
- Confidentiality of all information.

2.2 PATIENT RESPONSIBILITIES

Along with patient's rights come certain responsibilities that ensure provision of quality care. Therefore, every patient shall be held accountable for complying with the following:

- It is the responsibility of the patient to cooperate to best of his or her abilities with diet, medication, lifestyle and dialysis regimes between treatments. An acceptable weight gain between treatments is 2-3 kg.
- It is the responsibility of the patient or caregiver to learn about their kidney disease and its treatment.
- It is the responsibility of the patient to arrive on time for a scheduled treatment.
- It is the responsibility of the patient to wear comfortable, washable clothes that allows access to the dialysis catheter or fistula site (i.e. button front shirts are preferred for a catheter on the chest and short sleeve shirts for a fistula or graft).
- It is the responsibility of the patient upon arrival to wash the skin around their fistula or graft with antibacterial soap provided in the unit before entering the treatment room.
- It is the responsibility of the patient to remain in their dialysis chair after their dialysis treatment until their fistula or graft stops bleeding and they have recovered from the treatment.
- It is the responsibility of the patient to treat every individual in the unit with courtesy and respect.
- It is the responsibility of the patient to maintain open communication with staff members, informing staff or physicians of any change in his or her condition since their last treatment.
- It is the responsibility of the patient to provide his or her own medication and transportation to and from the facility. Our social workers can review your transportation options and provide you with more information.
- It is the responsibility of the patient to provide a valid telephone number, health card number, next of kin information and any subsequent changes.

2.3 ZERO TOLERANCE POLICY

Windsor Regional Hospital has a zero-tolerance policy for abuse, either verbal or physical. This policy applies to patients, family, visitors and staff.

2.4 YOUR MULTIDISCIPLINARY TEAM

- You
- Nephrologists
- Nurse Practitioner
- Charge Nurse
- Clinical Resource Nurses
- Dialysis Nurses
- Renal Pharmacists
- Renal Dietitians
- Renal Social Workers
- Biomedical Technicians
- Renal Unit Clerks
- Dialysis Assistants

3. YOUR FIRST DAY

3.1 WHERE TO PARK

- Complementary parking is available at Ouellette Campus sites for your ***dialysis appointment only***.

Jeanne Mance

- Parking at the Jeanne Mance building, located at 1030 Ouellette Ave is available adjacent to the building.
- 1 parking pass is available per patient. Passes can be picked up from the Jeanne Mance Building. It is the responsibility of the driver to ensure that the pass is placed face up on the dash of the vehicle to avoid a ticket.

Bell Building

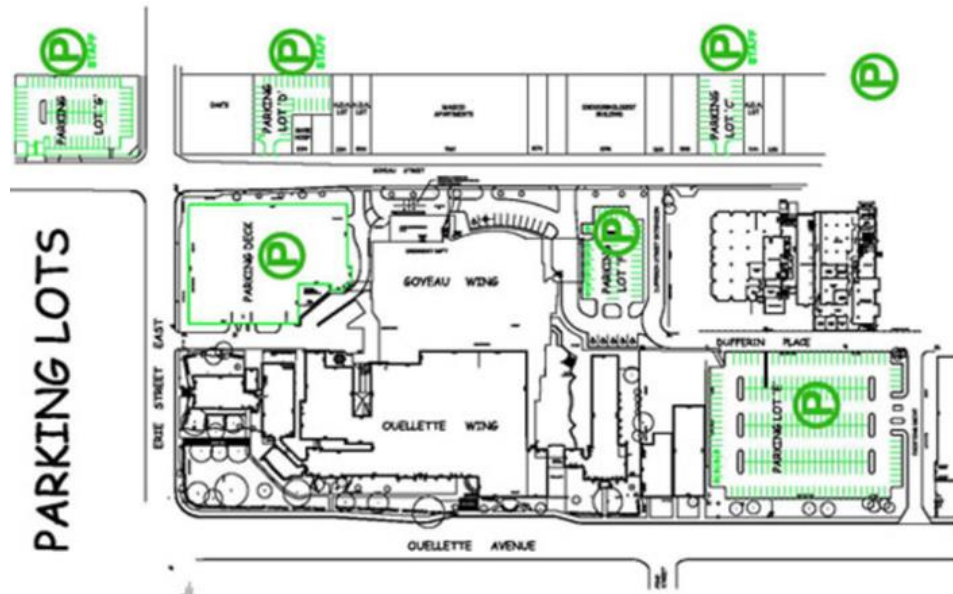
- Bell Building parking is available at 1147 Goyeau Street in the designated dialysis patient parking lot.
- The Bell Building has tokens available for dialysis parking which can be picked up from the clerk at the front desk on exit after your treatment.

Leamington

- Parking at the Leamington Satellite is available in the lot in front of the unit entrance.
- A parking pass is available for purchase in Leamington. It can be purchased at a reduced rate. Please see Erie Shores Healthcare Business Office for purchase.

Visitor Parking

- Additional paid visitor parking can be found in the following parking lots across the Ouellette Campus:



Parking Violations

- The City of Windsor enforces parking on Hospital property. This is to ensure that dialysis parking spots are available for you for your dialysis treatment. Parking tickets will be issued to vehicles not properly displaying parking passes or parked improperly. The Hospital also enforces by towing, under City of Windsor by-laws, to deal with repeat offenders or vehicles parked improperly.
- It is the driver's responsibility to ensure parking tickets are paid to the City of Windsor directly, following the instructions on the ticket.

3.2 TRANSPORTATION

- Transportation to and from dialysis is the responsibility of the patient.
- The hospital does not provide transportation.
- If you are unable to drive to treatment, there are community transportation services available at a cost to you.
- For a list of these services, contact the renal social worker who can help you choose the best option for you.

3.3 WHAT YOU SHOULD BRING TO DIALYSIS

- For your first three to six treatments, it is important to bring someone who will drive you home, as you may feel tired or lightheaded after dialysis.
- Please bring your health card with you to each treatment and wear loose clothing that will allow the dialysis nurse to access your dialysis catheter or fistula.
- Televisions are available at most stations. Please bring your own headset to use with the television.
- Television volume should not disturb patients or interfere with the work of your care team.
- You may wish to bring reading material or alternate forms of entertainment with you.
- Recliner chairs are provided with one pillow.
- Please bring a clean blanket with you, as the unit can be cool at times. The unit does not provide blankets.

3.4 TELEPHONES

- If you have started your treatment and need to use a phone, please ask your nurse for assistance.
- Patients are welcome to bring their own cell phones to the unit.
- Cell phones and other wireless communication devices must not be used to photograph, take videos or record conversations of any patient or staff without previous authorization or consent.
- Cell phone volume should not disturb patients or interfere with the work of your care team.
- Patient confidentiality and privacy should be respected.

4. DIALYSIS ROUTINES

4.1 WHAT TO EXPECT DURING YOUR FIRST TREATMENT

- Prior to each treatment you will need to wash your hands before entering the unit, wash your access in the patient wash area if you have a fistula or graft, and obtain your weight.
- If you need assistance, a staff member or volunteer will help you.
- Your blood pressure will be taken standing and sitting (or lying down).
- Assessing your blood pressure and weight is important to help staff make final adjustments to your dialysis treatment for that day.
- The dialysis nurse will clean your access with antiseptic before dialysis starts. You may need to wear a mask depending on your type of access.
- While you are on dialysis, your nurse will check you frequently to assess your condition.

- If you experience any unusual symptoms during or after your treatment, such as light-headedness, headache, dizziness, nausea, blurred vision, loss of hearing or leg cramps, **notify your nurse immediately**.
- Every effort will be made to avoid a recurrence of your symptoms.

4.2 YOUR SCHEDULE

We are committed to making your treatments at this facility as pleasant as possible. We want you to feel comfortable and confident with your care team. The following guidelines apply to all dialysis patients to meet the treatments needs:

- Due to the high volume of hemodialysis patients, we have limited flexibility with patient schedules and do not guarantee a permanent schedule.
- You may be asked to have your treatment at a different unit to accommodate an acutely ill patient, a surgery schedule or appointment.
- Priority scheduling will be provided to patients who work or attend school.
- Patients who are consistently late and have patients scheduled after them will have their dialysis appointment changed to minimize disruption for all patients. If you will be arriving late, please call your dialysis unit to let them know when you expect to arrive.

Please stay in the waiting room until you are called into the unit for treatment. There may be times when you will be late starting dialysis due to unexpected issues. We ask for your understanding when this occurs as circumstances may arise requiring your time to change. Scheduled times are only approximate times and schedules may change as needs arise.

We will strive to accommodate patient preferences when possible. If you have a request for a specific dialysis time, please let our charge nurse know, and every effort will be made to arrange that time. The charge nurse can be reached at (519) 254-5577 ext. 32634

4.3 PATIENT SELECTION FOR BELL BUILDING OR LEAMINGTON SATELLITE UNIT

- New hemodialysis patients will have dialysis at the Jeanne Mance unit before being considered for the Bell Building or Leamington.
- The Nephrologist and Clinical Resource Nurse will evaluate the patient's condition and determine the patient's suitability to go to the Bell or Leamington units.
- A potential candidate requires minimal assistance with mobility and transfers.
- A potential candidate maintains stable vital signs and has no major adverse reactions during dialysis.
- Changes in condition requiring emergency, in-patient, or critical care interventions, and missed dialysis treatments will require a transfer to the Jeanne Mance unit,

until it is determined that the patient is suitable for return to the Bell or Leamington units.

- When a treatment time becomes available at a satellite facility, the patient will be transferred to the satellite unit and will continue to be followed by the program.

4.4 FOOD POLICY

It is not recommended to eat in the hemodialysis treatment area. This is for several reasons:

- Eating while on dialysis diverts blood to the stomach for digestion. This may decrease blood flows and result in a more challenging dialysis.
- You may also experience nausea, vomiting, diarrhea, and stomach upset.
- Decreased blood volume during your treatment can also cause low blood pressure and cramping.
- Your position during your treatment also places you at risk for choking.
- In a hemodialysis unit, you can be exposed to body fluids and germs. It is not sanitary to have food in close contact with blood, sputum or bandages.
- Crumbs can also attract unwanted pests.

We recognize that some patients have diabetes, long treatments or commutes. Please follow these guidelines:

- 1) Do not bring food into the hemodialysis unit. Schedule to eat before or after dialysis.
- 2) If you need a snack for medical reasons, bring a small snack only for yourself and do not share with other people. Speak with your dietitian regarding appropriate snack ideas.
- 3) Wash your hands before and after eating.
- 4) Heat any foods and get your water or ice before your treatment starts, as staff will not always be available for such requests.
- 5) Visitors are not allowed to eat in treatment areas.**

We are committed to providing a comfortable and safe environment for your hemodialysis sessions. For your safety and that of all the other patients, we ask that all patients and visitors follow this policy.

4.5 IF YOU HAVE A PROBLEM ONCE YOU GET HOME

- If you experience a problem while you are at home, call the unit where you receive dialysis treatments.
- If you have an emergency medical concern, go to Ouellette Campus emergency department. Make sure that they know that you are a dialysis patient.

5. ADDITIONAL INFORMATION

5.1 VISITORS

- All patients and visitors must wash their hands when entering the dialysis unit and when leaving the dialysis unit.
- All visitors must wait in the waiting room until all patients have their dialysis treatment initiated, for infection control purposes
- Visitors are also asked to leave the unit when patient treatments are being discontinued, for infection control purposes.
- Due to the processes that take place in the hemodialysis unit, we recommend that children limit their visits. They must be accompanied by an adult at all times.
- Visitors should not enter the dialysis unit if they are not feeling well, have a cough or fever, for infection control purposes.
- Visitors are not permitted during treatment on the 7th floor dialysis unit, due to infection control concerns and for safety reasons.

6. VACATIONS

6.1 PLANNING VACATIONS

- Patients who wish to travel must plan in advance.
- Travel within Canada usually requires several weeks notice.
- Travel outside of Canada requires longer notice.
- The patient or family makes the initial contact with the dialysis center they wish to travel to so as to arrange dates for dialysis.
- At that time, the patient or family must request the receiving unit to send transfer forms to us for completion.
- Often, a number of tests are required. Please allow plenty of time for this information to be organized.
- Most units will not confirm your travel until all information is received.
- It is best to get prior approval from OHIP when travelling out of province. All units out of Canada charge varying fees that are the responsibility of the patient.

OHIP may pay a small portion for each dialysis treatment for qualifying patients. Additional fees may be charged. Be sure to get the costs or additional costs charged at the dialysis centre you are travelling to in writing.

We encourage vacations and will do our best to help you organize an enjoyable holiday away from home. If you are planning a vacation, please notify your Clinical Resource Nurse and Social Worker as soon as possible.

COMPASSION is our
PASSION

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