

Welcome to Hemodialysis

Providing Client Centred Care

Brantford Satellite Unit

**100 Terrance Hill
Brantford, ON**

Direct line to Unit: 519-751-5586

Welcome to the Brantford Dialysis Unit

We are located within the Brantford General Hospital and are part of St. Joseph’s Healthcare Hamilton

St. Joseph’s Healthcare Hamilton has three other hemodialysis units:

1. Charlton Campus
2. King Campus
3. White Pines Wellness Centre in Ohsweken

Your physician can assess your medical status for transfer to another site. If there is a waiting list, the Charge Nurse can add your name to the list and help you understand the wait list process.

When you first begin your treatment, a member of the dialysis team will greet you and help you learn about the centre and what you can expect about your care here. We are all partners in your care and want you and your family to feel welcome here.

Each time you come for your appointment, we ask that you wait in the patient lounge just inside the doors of the dialysis unit. Your nurse will come to greet you and bring you to your dialysis chair when it is ready.

We are open 6 days a week: **Monday to Saturday**; 7:15 a.m. till 10:30 p.m.
Please **arrive 15 minutes before** your scheduled starting time.

Your Dialysis Appointment

Days	M	Tu	W	Th	F	Sa
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Time of day						
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Hemodialysis as a Treatment

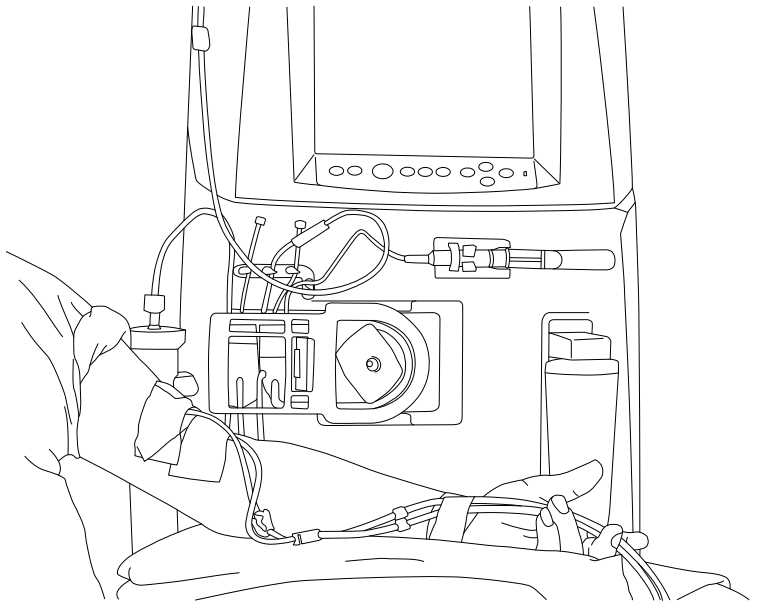
Since hemo means blood, hemodialysis is a treatment that cleans out wastes, extra salt and water from your blood. A dialyzer acts as an artificial kidney that is attached to a machine to clean your blood.

Each treatment takes about 4 hours with extra time needed to put you on and take you off the machine. The amount of time you spend at dialysis depends on your doctor's orders.

On average, most people have 3 dialysis treatments a week. The number of times you have dialysis depends on your clinical needs and may vary. This is reviewed with you when you come.

Each time you arrive for treatment, your nurses will ask you about how you are feeling. Let your nurses know if you do not feel well. They will contact your nephrologist and / or primary care nurse to decide on a dialysis plan.

If you ever need to be admitted to the hospital for medical reasons, the hemodialysis unit will be advised and arrangements will be made for your dialysis treatments.



Service Excellence

Our goals are to:

- Treat everyone with dignity and respect.
- Work together to provide excellent care and service.

To keep everyone safe, St. Joseph's is committed to providing a safe environment for all patients, visitors and staff where acts of aggression and violence are not tolerated. Violent behaviors include: throwing objects, shaking fists, verbal abuse and threatening to harm others.

This is a requirement of Ontario Violence in the Workplace Legislation.

Patient Relations

We invite you to contact the Hemodialysis Charge Nurse or Nurse Manager or the Patient Relations Department if you have comments, compliments or complaints about your care.

You may also contact Patient Relations at 905-522-1155 extension 33838 or email: patientrelations@stjoes.ca

Teaching Organization

St. Joseph's Healthcare Hamilton is a teaching organization. This means you may have a student involved in your care under the direction of the health care team.

Research Organization

St. Joseph's Healthcare Hamilton is a research hospital. Research helps to improve the treatments that we provide, leading to better care for patients. You may be asked to take part in a research study. If you are interested in taking part in a study, be sure you understand the details of the study and how you would be involved before you sign a consent form. If you do not want to be in a research study, your care will not be affected.

Culture and Religion

We want to be sure that we are providing the best care for you so please share with us things that are important to you ... What do you value most? What are your personal and spiritual beliefs? What do you need from us in order to get to know you better? We can connect you with our Social Worker, Chaplain or someone from the spiritual care team if you would like.

All faiths and spiritual traditions are recognized and respected here. If you wish, please share any of your beliefs that will help us get to know you and help us to provide excellent care for you. The Spiritual Care team consists of chaplains who are men and women from different religions. Their focus is on what is important to patients, families and staff from a spiritual or religious point of view.

Members of the Health Care Team

You will meet many people on your health care team. The health care team works closely with you, your family and friends. Any time you have questions or concerns, members of the health care team are here to help you.

The **nephrologist/designate** is a doctor who is a kidney expert. Your nephrologist will work with you to decide on your treatment. The nephrologist will continue to direct your care now that you have started dialysis.

Your nephrologist is

The **primary care nurse (PCN)** works with you and your nephrologist. The PCN knows your medical history and works with the health care team to plan your care.

Your PCN is

The Charge Nurse is

The Nurse Manager is

A **social worker** can help you and your family cope with the many changes that kidney disease brings. For example, it may affect your ability to work, transportation needs, your living arrangements or your financial situation. You can ask to meet with a social worker any time during your treatments and this can be arranged.

The Social Worker is

A **dietitian** can help you, your family and friends with your nutrition and diet when needed. You can ask to meet with a dietitian any time during your treatments and this can be arranged.

The Dietician is

Hemodialysis nurses are specially educated and are trained registered nurses who will help you learn about your kidney problem, your dialysis treatments, and teach you how to best manage your health - set goals and manage your lifestyle. The hemodialysis nurses are also your advocates and will support you when you want to talk to other members of the health care team.

Hemodialysis technologists work with the hemodialysis nurses to help you with dialysis treatments. They look after the dialysis machines and also provide some of your clinical care.

Infection Control

Handwashing is important:

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you sick.
- Clean hands can save lives.

If your hands are visibly soiled, you must wash with soap and water. Otherwise, you may use the alcohol based hand rub.

Wash your hands well for 15 seconds:

- Each time you enter and leave the hospital.
- Each time you enter and leave the unit.
- After you sneeze or blow your nose.
- After using the toilet or bathroom.
- After touching something on the floor.

Please remember to clean your hands if you are going to assist the dialysis staff with your care.

Help our staff remember how important it is to wash their hands by asking any member of your health care team, “*Did you clean your hands?*”

Routine Lab Testing and Vaccinations

As part of your clinical care, blood tests are routinely done for various reasons. Vaccines are also offered when needed. Members of your health care team will talk with you about these and answer any questions you may have.

Scent Reduced Environment

St. Joseph’s is a Scent Reduced Environment. Please respect the health of others by avoiding the use of scented products while in our environment. Please tell anyone that comes with you to treatments as well.

Parking

Patient drop-off and pick-up is located off the Terrace Hill Entrance-A wing. Patient parking is available in designated spots in parking lot C across the street from the hospital. Your parking pass is available from the business office located near the front door by Tim Horton’s.

Visitor parking is located in parking lot C or A, or the parking garage behind the hospital.

Take a parking slip out of the machine when you enter the lot and be sure to pay at the inside machine before you go back to your vehicle.

Your social worker can help you obtain reduced rate parking passes when needed.

Transportation

If you need assistance with transportation to dialysis, you may wish to contact one of the following services:

Brantford Lift: 519-756-2170

Senior Support: 519-426-6060 (Simcoe)

The Social worker will help you make these arrangements.

Smoking

There is no smoking anywhere on the property inside or outside. Second hand smoke is also harmful.

If you are interested in help to quit smoking, speak to a member of your health care team.

Privacy and Confidentiality

We are committed to protecting the privacy of all patients, visitors, staff, physicians, learners and volunteers. We want to make sure everyone is comfortable and safe. While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken. If you want to take pictures and / or record an event, please talk to a member of your health care team or the manager, supervisor or person in charge.

Pharmacy

You are free to use any pharmacy that is convenient for you. We will contact the pharmacist with any changes made to your medications. If you wish, there is a pharmacy located directly across from the main entrance of the hospital on Terrace Hill Drive.

Medical Alert Identification

You need to wear medical alert identification. This ensures you get the proper help in an emergency. You can get an application from the social work department or pharmacy. If you would like help completing a form, talk to a member of your health care team.

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care here are some ways to **Be Involved:**

- Ask questions and talk about your concerns.
- Know the medications you take and why you take them.
- Carry a current list of medications and herbal products you take to share with all health care providers.
- Carry a list of your current medical conditions, allergies, past problems and surgeries.
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office.

When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. Ask a member of your health care team for a copy. You can download this book in many languages from www.oha.com

Camp Dorset

Lions Camp Dorset is a resort in Ontario for people on dialysis. The resort has a dialysis unit onsite to provide the guests their dialysis treatment 3 times per week while they vacation at the Camp with their family. The guests will have the opportunity to experience some relaxation time in a beautiful natural setting with lots of outdoor activities available. Please see your nurse or www.lionscampdorset.on.ca for more information.

Access to Transplant

St. Joseph's Healthcare is a leader in the field of kidney transplant and has a very active transplantation program.

A kidney transplant is the best opportunity for health for eligible patients. Please talk to your PCN and Nephrologist to determine if you are eligible and if you want to begin the process to obtain a kidney transplant.

Any member of your healthcare team can provide more information about donation; how to talk to your family, facts about becoming a living kidney donor for you.

You may also wish to explore transplant through **Explore Transplant Ontario** online education videos: www.etontario.org/education-for-patients/meeting-1

Username: ham-pt

Password: eto12345

Living Donor Hotline Number 905-522-1155 ext 32156

For more information about the **St. Joseph's Renal Transplant Program**, please check out these websites:

<https://www.stjoes.ca/hospital-services/kidney-urinary-services/renal-transplant-clinic>

<https://www.stjoes.ca/hospital-services/kidney-urinary-services/living-kidney-donor-program>

