

Welcome to Hemodialysis

Providing Client Centred Care

Charlton Campus

**50 Charlton Avenue East
Hamilton, Ontario L8N 4A6**

Call: 905-522-1155 extension 33601

Welcome

St. Joseph's Healthcare Hamilton has a hemodialysis unit at the Charlton Campus and one at the King Campus as well as a unit at White Pines Wellness Centre in Ohsweken, Ontario.

When you start hemodialysis you will have your treatments at one of these sites. However, there are times when you may move to another site for treatment.

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.

Hemodialysis as a Treatment

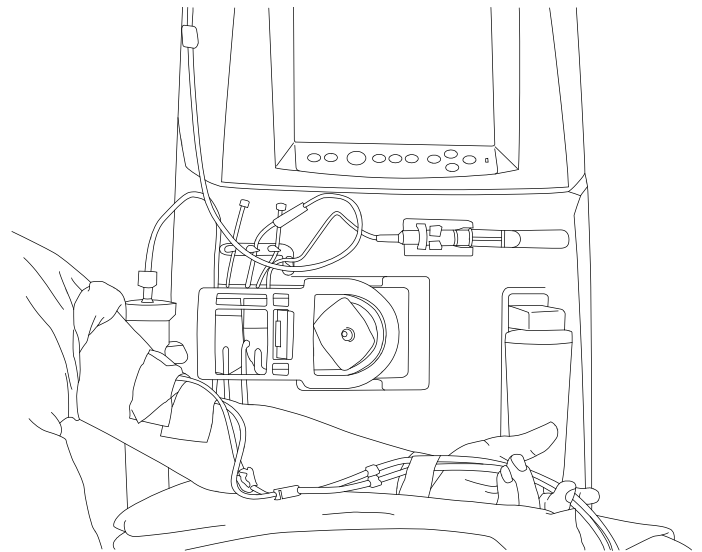
Since hemo means blood, hemodialysis is a treatment that cleans out wastes, extra salt and water from your blood. A dialyzer acts as an artificial kidney that is attached to a machine to clean your blood.

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 for dialysis treatments.

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

All of the staff, doctors, volunteers and learners follow a set of “Standards of Behaviour.” 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. This is a requirement of Ontario Violence in the Workplace Legislation. Violent behaviors include throwing objects, shaking fists, verbal abuse and threatening to harm others.

Patient Relations

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times. If you have comments, compliments or complaints about your care, we invite you to talk to the Hemodialysis Charge Nurse or Nurse Manager. Names and contact numbers are posted in the area.

If you wish, you can contact the Patient Relations Department. When you call or send a compliment, we will pass this message on. When you call or send a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved. Patient Relations can be reached by calling 905-522-1155 extension 33838 or emailing: 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. We welcome students in all health care programs.

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

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.

If you are interested in learning more about spiritual and religious care at St. Joseph's Healthcare Hamilton you are welcome to contact a chaplain directly or ask a member of your health care team to help you arrange a meeting.

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.

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.

Hemodialysis nurses are specially educated and trained registered nurses who will help you learn about your kidney problem, help with your dialysis treatments, and teach you how to best manage your treatment, 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.

Dialysis access coordinators assess, plan, coordinate and monitor the care of your dialysis access. Regular clinics with the surgeons are part of the program workup for a dialysis access. These nurses monitor and manage the care of your access to ensure it is working at its best to provide you with a good dialysis treatment.

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.

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.

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, 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.

Other members of the health care team will be involved in your care when needed such as a physiotherapist, occupational therapist and pharmacist.

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. You can also make sure your health care providers are following our strict hand hygiene policy 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 and swabs are routinely done for various reasons. Vaccines are also offered when needed. Members of your health care team will talk to you about these and answer any questions you may have.

Scent Reduced Environment

Perfumes and strong odours such as smoke can make it hard for some people to breathe. 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 your treatments as well.

Parking

Patient drop-off and pick up is located off St. Joseph's Drive at the Mary Grace Wing and the Surgical Centre.

Patient and visitor parking are available at the following locations:

- Parking garage beside the Fontbonne Building, located off James Street South.
- Premium parking garage located off Charlton Avenue in front of the hospital beside the Juravinski Innovation Tower. No in-and-out privileges, coupons, passes or validations are accepted here and it is more expensive to park here.

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

Smoking

There is no smoking anywhere on the property inside or outside. Second hand smoke is also harmful. Please be considerate when bringing things from home. Make sure they do not smell like smoke.

If you are interested in having help quitting 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

There is a pharmacy at the main entrance. It can meet all of your medication and health care product needs. The pharmacy accepts all drug plans and offers professional advice, education and friendly service.

Frequently Asked Questions

What do I do if I have another doctor's appointment on a dialysis treatment day?

If your treatment date and time conflicts with another appointment, contact the unit Charge Nurse to book alternative arrangements at ext. 33772.

What do I do if I can't make it in on a treatment day, I am going to be late or I am going to miss a treatment?

If you will be late or cannot make a treatment for any reason such as weather, illness, transportation or other appointments, contact the unit as soon as possible at ext. 33772. Please leave a message and a number where you may be reached for follow up from a nurse.

What happens if I just don't show up for a treatment?

The unit will attempt to contact you to ensure you are okay and confirm your next treatment date and time. However, as soon as you know you cannot make a treatment, please contact the unit at ext. 33772. Please leave a message and number where you may be reached for follow up from a nurse.

How soon should I call if I am going to miss my treatment?

Call ext. 33772 as soon as possible so alternate arrangements can be made.

Why do I have to wait for a treatment sometimes?

Every effort will be made to start your treatments on time. However, sometimes things happen in the unit that can cause delays.

We will do our best to keep you informed about your treatment times.

Should I have 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.

You and Your Belongings – Working Together to Keep Them Safe

As partners in your care, you can help us by:

- Leaving personal items that are valuable to you at home.
- Making sure you take everything with you when you go into a treatment area, exam room, into a room for a test, into a washroom, or classroom etc.

St. Joseph's Healthcare Hamilton cannot guarantee the safety of your belongings. St. Joseph's Healthcare Hamilton does not provide replacement or reimbursement for any lost, damaged or stolen items. This includes clothing, jewellery, mobile and electronic devices, games etc.

The Kidney Foundation of Canada

The Kidney Foundation of Canada is a national voluntary health organization dedicated to improving the health and quality of life for people with kidney disease.

The Foundation:

- funds research and related clinical education
- actively promotes awareness of organ donation
- advocates for high quality health care
- provides services for the special needs of people living with kidney disease

Services include:

- information and referrals
- patient manuals and brochures
- patient assistance programs - financial
- patient educational days
- peer support and self-help groups
- bursaries, dialysis camps, travel loans
- own and loan equipment programs

You can contact the Kidney Foundation of Canada several ways:

National Office:

310-5160 Decarie Blvd.,
Montreal, QC H3X 2H9
Telephone: 514-369-4806 / 1-800-361-7494
Fax: 514-369-2472
General information: info@kidney.ca; Website: www.kidney.ca

Ontario Branch:

1599 Hurontario Street, Suite 201
Mississauga, ON L5G 4S1
Telephone: 905-278-3003 / 1-800-387-4474
Fax: 905- 271-4990
General Information: kidney@kidney.on.ca; Website: www.kidney.ca/ontario

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

Trillium Gift of Life Network – Organ and Tissue Donation Program

Trillium Gift of Life Network is a not-for profit agency of the Government of Ontario. It looks after planning, promoting and coordinating organ and tissue donation across Ontario.

As of January 2014, a member of the health care team must call the Trillium Gift of Life Network for any patient who is 79 years of age or younger and:

- Meets the criteria for high risk of imminent death.
- Has died – this call must be made within 1 hour of the patient's death.

If the patient is eligible for tissue donation, the Trillium Gift of Life representative will ask to speak with the next of kin.



Important facts:

- One donor can save up to eight lives and enhance as many as 75 more.
- Everyone has the potential to be an organ and/or tissue donor regardless of age or health.
- To learn more or to register, visit 'BeADonor.ca' or call 1-800-263-2833.

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Patient Declaration of Values

At St. Joe's we believe that the following Rights and Responsibilities are key in establishing a partnership and a relationship of mutual respect and understanding with our patients, family members and partners in care. We are committed to providing patient care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation.

As a patient you have the RIGHT to:

- Be listened to, responded to and treated with dignity and respect.
- Provide feedback about your care and share your concerns.
- Have your personal health information kept safe and confidential.
- Information to help you understand your medical condition.
- Know the name, profession and duty of the treatment team working with you.
- Participate in decisions about your care. Participate in your plan of care including:
 - Treatment (s) and test (s) with an explanation of their benefits/risks
 - Other ways to treat your illness
 - Discharge plans
- Receive care in a safe environment.
- Have someone act for you if you cannot act for yourself.

As a patient you are RESPONSIBLE FOR:

- Giving correct and complete information.
- Respecting hospital property and policy.
- Respecting the privacy and confidentiality of others, including patients, families, visitors and staff.
- Taking part in planning for your transition to home or other facilities.
- Being active in your care, treatment and discharge plans.
- Informing a staff member if you see a safety issue or have a safety concern
- Choosing someone in advance to act for you, should the need arise.

If you have questions or concerns, please contact Patient Relations at: 905-522-1155 ext. 33838 or patientrelations@stjoes.ca



Notes and Questions:
