



SILS
Dialysis

PATIENT HANDBOOK

Your Rights & Your Responsibilities

INTRODUCTION

This Patient Handbook has been prepared to give you information about Sils Dialysis and your rights and responsibilities at our facility. The information you receive in this handbook is general in nature, and you should talk to your health care team about any specific questions you may have.

Our goal at Sils Dialysis is to provide you with quality dialysis care in a comfortable, caring environment. Our approach is holistic in nature and relies on the active participation of the patients, their loved ones and of course, Sils.

We value Professionalism, Integrity, Empathy and Non-Discrimination and we trust that you, as a patient, will see this reflected in the care you receive.

PATIENT RESPONSIBILITIES

1. BE INFORMED

It is your responsibility to:

- Learn as much as you can about your kidney disease and how it is treated.
- Talk to your health care team about your concerns regarding your treatment.

2. PLAN AND FOLLOW A TREATMENT PROGRAM

It is your responsibility to:

- Supply all information about your health needed to plan and carry out a treatment program that will give you the best results.
- Find out about the other services and referrals that are recommended by your health care team.
- Adhere to all aspects of your dialysis treatment as prescribed by your health care team. This includes not only the dialysis prescription but also recommended treatments, medications, testing etc. If you disagree with the prescription or desire that changes be made, you must discuss it with your attending physician. Your physician is the only one who can order these changes

3. BE ON TIME

It is your responsibility to:

- Check the schedules posted on the notice board for your appointment times for the upcoming week.
- Be on time for your scheduled dialysis – tardiness results in increased cost for the facility, delayed treatment for other patients and unnecessary inconvenience for the health care team. Arriving more than 30 minutes ahead of time may cause overcrowding in the waiting area.
- Inform Sils Dialysis ahead of time if you are unable to attend your next scheduled treatment so that adequate notice can be given to another patient.
- Understand that your treatment time may be shortened if you arrive late.
- Please appreciate that patients who are reliant on disability transport may be given priority as they have set times for collection.

4. FOLLOW FACILITY POLICIES

It is your responsibility to:

- Follow Sils Dialysis policies and procedures that have been developed to provide safety and quality of care to all patients.
- Not to tamper with unit equipment or property unless instructed to by staff.
- Not to consume more than one beverage while on the dialysis machine and to understand that this will be at the discretion of the nurse.
- Not consume heavy meals while on the dialysis machine.

5. BE CONSIDERATE

It is your responsibility to:

- Treat other patients and staff members with respect, dignity, and consideration. Please keep topics of conversation clean and respectful with regard for all races, nationalities, religions, political persuasion/sexual orientation. If in turn you feel that you are not being respected, please notify management.
- Never threaten others, act in a violent manner, or cause any physical harm, mental or emotional distress.
- Refrain from loud or vulgar conversations. Please use headphones to listen to personal audio devices.
- Not bring weapons, alcohol, or illegal drugs of any type to Sils Dialysis.
- Not to smoke at Sils Dialysis.

6. BE AWARE OF OUR CONDUCT POLICY

Sils Dialysis has a firm policy against any type of workplace violence. Acts or threats of violence, whether physical or verbal by anyone at our company facility will not be tolerated. Verbal, physical or visual intimidation will not be tolerated. Violation of this policy by anyone could lead to legal action and to dismissal from the facility. Anyone who experiences or witnesses acts or threats of violence, intimidation or harassment is required to report such acts immediately.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

- Hitting, striking, or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm.
- The intentional destruction of or threat of destruction of property.

- Harassing or threatening phone calls.
- Harassing surveillance or stalking.
- Using foul, disrespectful language or any language which is not in line with our core value of non-discrimination.

If you see any acts that violate the workplace violence policy, please ask to talk to management immediately.

We know that having kidney failure and being on dialysis can be difficult for you and your family. Sometimes treatment can be frustrating and in this case, you should talk to the staff at Sils Dialysis to help you to cope. Remember we are here to help.

7. BE AWARE OF THE FOLLOWING GENERAL PROCEDURES

- All patients, guests and contractors are expected to comply with any and all protocols and procedures which may be in force at any time.
- No visitors are allowed in the treatment area while any patient is being put on, or taken off, the machine. Depending on infection protocols, and at the discretion of the Nurse-in-Charge, one visitor may be allowed for a brief period. We aim to ensure privacy and security and reduce the risk of infection and obstruction.
- Young children (under 16) are not allowed in the dialysis unit unless by special permission of the Nurse-in-Charge.
- Shoes/slippers must be worn in the dialysis unit.
- ROPD/Clinic appointment dates must be communicated to the Nurse-in-Charge ahead of time so that referral notes can be prepared for you to take to your appointment. Please bring back the note to us when next you return to the unit so that your records can be updated.
- Please ensure that you understand what medications and doses you have been prescribed.
- Recormon can be stored on the unit, and patients are encouraged where possible, to self-administer as prescribed.
- Antihypertensives should be omitted in the morning if you are on the first or second shift (unless you are otherwise advised).
- Educational activities will be conducted for patients from time to time.

PATIENT RIGHTS

1. QUALITY CARE

You have the right to:

- Receive high-quality health care that meets recognized international standards.
- Be part of the health care team, along with the nurse, doctor and dietitian.
- Expect that staff members in training will be directly supervised.

2. INFORMATION

You have the right to:

- Receive information from your nephrologist (kidney doctor) and health care team in words that you can understand. This should include information about your medical condition, treatment choices, test results and possible problems and solutions. If this information cannot be given to you directly, a member of the health care team should speak to your family or the person acting on your behalf.
- Be informed about current dialysis treatments for kidney disease.
- Receive a complete review of any test results and treatment by your doctor or a member of the health care team.
- Be informed of any possible side effects of medications you are taking.

3. INDIVIDUAL TREATMENT

You have the right to:

- Be treated with dignity, respect and consideration.
- Suggest a change in the type of treatment.
- Expect members of your health care team to listen to you when you suggest changes in your dialysis treatment.
- Expect that treatment will be tailored to your individual health needs.
- Expect that the patient-to-staff ratio at your facility conforms to internationally recognised standards or government regulations.

4. PRIVACY & CONFIDENTIALITY

You have the right to:

- Expect Sils Dialysis to maintain the privacy of your health information and provide you with a notice of any privacy breach of that information. This applies to all records involving your care that are created, and/or maintained by Sils Dialysis. Your health information is contained in a medical record that is the physical/electronic property of Sils Dialysis.

5. SERVICES WITHOUT DISCRIMINATION

You have the right to:

- Expect medical care without regard to your race, color, gender, sexual orientation, religion or national origin.

6. TREATMENT OPTIONS

You have the right to:

- Receive a full explanation of all treatment options for kidney disease, including their advantages and disadvantages.

7. KIDNEY TRANSPLANTATION

You have the right to:

- Receive a full explanation of the kidney transplant process including all transplant options.

8. EMERGENCY CARE

You have the right to:

- Receive emergency medical care without unnecessary delay.
- Be informed by Sils Dialysis about their emergency plan in case of a disaster (e.g., hurricane, fire, loss of power).
- Be informed of the facility's plan of action in case of medical emergencies.

9. DIETARY COUNSELING

You have the right to:

- Receive counseling from a qualified dietitian
- Receive educational material and instruction on nutrition.

10. FACILITY MANAGEMENT

You have the right to:

- Expect Sils Dialysis to employ skilled staff and provide safe, clean, comfortable and professional surroundings.
- Expect Sils Dialysis to monitor the quality of treatment and equipment according to regulations.

11. FORMAL COMPLAINT PROCESS

You have the right to:

- Make a complaint to Sils management and request that they try to resolve a problem.
- Ask about and be instructed on the Sils Dialysis grievance process.

YOUR HEALTH CARE TEAM

Medical Director: Dr Kathy Ellis

Nurses-in-Charge: Ms Paula Nurse, Mr Ian Hurdle, Ms Roanne Aracena

Senior Nurses: Ms Shevorn John, Mr Brian Cabacoy

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