



WELCOME to the
Portage District General Hospital
DIALYSIS UNIT



Together leading the way for a healthier tomorrow.

THE DIALYSIS UNIT

In 1993, the Portage Dialysis Unit opened three days a week with five dialysis stations and the capacity to care for 10 clients. Currently, the unit has nine dialysis stations and the capacity to care for 42 clients. The unit delivers on average a total of 504 treatments per month.

The unit is part of the Manitoba Local Centre Program and operates under the direction of the Manitoba Renal Program. The Health Sciences Centre in Winnipeg provides the nephrology support. A nephrologist oversees the medical care of all the clients in the unit, sharing the responsibility of their care with local physicians.

All of the nurses in the unit have had extensive special training and are certified as dialysis nurses. They are dedicated to providing each client with the best possible care.

WHAT IS DIALYSIS?

Dialysis is a treatment. It does not cure kidney disease or make kidneys well again. Unless clients receive a kidney transplant, they must continue with dialysis. Hemodialysis means “cleaning the blood”. Blood is slowly withdrawn from the body and passed through an artificial kidney machine. This machine removes fluids and cleans blood in almost the same way that healthy kidneys do.

WHAT YOU CAN EXPECT

- The unit is located on the lower level of the hospital, across from the elevators.
- Hours of operation on Monday, Wednesday and Friday are from 7:45 am to 11:15 pm and on Tuesday, Thursday and Saturday from 7:45 am to 7:15 pm. The unit functions on a tight schedule, therefore it is important to arrive on time for treatments.
- Clients in the morning spots should arrive between 7:30 and 7:45 am. This ensures adequate time for blood pressure and weighing, followed by a start time **no later than 8:00 am**.
- Clients in the afternoon spots should arrive between 1:00 and 1:15 pm so that they are ready to start at **1:30 pm**.
- Clients in the evening spots should arrive between 6:00 and 6:15 pm so that they are ready to start at **6:30pm**.
- When the dialysis unit opens, Dialysis staff will escort you in when your chair is ready. The nurses will start by connecting everyone to the machines with consideration to length of treatment times:
 - a) 4.5 hours
 - b) 4 hours
 - c) 3.5 hours
 - d) 3.15 hours
- Clients with a fistula may be put on before someone with a catheter because it may take more time.

- While we try to get you on as soon as we can, there are many reasons this may not be possible. Please be patient with us as we work at getting the machines prepared for your treatment. We want to make sure that everyone has a safe dialysis treatment.
- Chair and station assignment is done on a day-to-day basis to reflect the needs in the unit.
- Dialysis is very important to keep you feeling good so we want you to come to all of your treatments. If you are going to be late or unable to come for your treatment, please call us at 204-239-2273 to let us know.
- The nurses conduct weekly phone rounds with the nephrologist at the Health Sciences Centre to ensure continuity of care is maintained.
- Local clients are required to meet with the nephrologist in Winnipeg annually.
- When new clients come into the unit, you may be required to change from your current time slot. Treatment for new clients can be unpredictable and may necessitate a change or move in order to provide for safe care delivery. Please address any concerns regarding your treatment slot with the clinical resource nurse.
- It is a requirement of all dialysis clients to have a family physician.

Storm Days

In the event of a storm and that you are unable to get to your scheduled treatment, please contact the unit at 204-239-2273. Attempts will be made to arrange an alternate treatment time. Please ensure you limit your fluid intake and monitor your food choices such as potassium rich foods. Always have an emergency supply of Kayexalate on hand. Staff will notify you with instructions on how to take your Kayexalate.



Illness

If you become ill on a day when you are not receiving treatment and require medical attention, please come to the hospital Emergency Department or go to the nearest hospital. Please advise the hospital staff that you are a dialysis client. The emergency doctor may contact the dialysis unit or contact the Health Sciences Centre nephrologist on call.

Integrity **Respect** Compassion
Excellence

Transient Dialysis

If you plan to travel, we can assist you in making necessary treatment arrangements. We require a minimum of three months notice to coordinate dialysis care abroad. Financial assistance for treatments out of country is available through the Kidney Foundation. Within Canada, dialysis treatments are billed directly to Manitoba Health. Please discuss any of your potential travel plans with the clinical resource nurse and/or the social worker.

Client Confidentiality

The Manitoba Government has passed legislation that provides clear guidelines for handling confidential information. The purpose of the document, called the Personal Health Information Act (PHIA), is to provide clear direction on how information of this type is recorded, maintained and made available. This means that the staff are not allowed to share client information with anyone other than the client and appropriate health care providers, except with consent of the individual client.

Each client has the right to decide if and when they may want to share information. Changes in treatment, withdrawal from the program, or in the event of illness or death, are examples of times when permission to share information is very helpful. Please discuss your choices with the clinical resource nurse or charge nurse.

SUPPORT SERVICES

Cafeteria Hours:

8:00 am - 6:15 pm
(with closures from 4:00 - 4:55 pm).

Hot meal service times are:
11:45 am - 1:15 pm for lunch
4:55 - 6:15 pm for supper.

Meals or snacks are available for your purchase. Clients are encouraged to eat **prior to** coming to the unit. Clients are discouraged from eating while receiving their dialysis treatment.

Indigenous Support Services

Indigenous support workers are part of the Portage District General Hospital Interdisciplinary Team and are here to provide moral support, advocacy, interpretation, and to be a liason



to assist you. If you wish to speak with or meet with an Indigenous support worker, please let your nurse know. They are available Monday – Sunday from 7:30 am - 10:45 pm. They can be reached at 204-239-2212.

Dietitian

A dietitian is available to assist you with your prescribed diet and to answer any diet-related questions you may have. The dietitian maintains close communication with the renal dietitian at the Health Sciences Centre. You can reach the dietitian via the hospital switchboard @ 204-239-2211 ext. 234.

Social Work

A social worker is available to provide assistance from Monday – Friday in hospital or can be reached at 204-239-2321. If a spiritual care worker is needed, the social worker will assist you with this.

Kidney Foundation

The Kidney Foundation of Canada-MB Branch provides support to clients and their families through the Living with Kidney Disease manual, various pamphlets, educational materials and patient service activities. If you do not have a copy of the manual, please advise the staff.



Transportation

- Clients are responsible for their own transportation arrangements and any costs associated with this.
- The Portage Handivan phone number is 204-239-1300. Hours of operation are Monday - Friday, 8:00 am - 4:00 pm, closed on Saturdays and Sundays.
- Local Taxi Services include:

Arrow Taxi	204-857-8794
Max Taxi	204-870-7200
Classic Shuttle	204-870-2300
Portage Shuttle	204-872-4102
Kasper Shuttle	204-871-1537



RESPECT AND PERSONAL SAFETY

Respectful Workplace, Non-Harassment & Violence Prevention Policies are in place at the Portage District General Hospital. This facility does not tolerate aggressive behaviors, verbal abuse or harassment towards staff, clients, visitors or volunteers. Inappropriate actions may result in refusal of service, being asked to leave or contacting the local authorities.

Resolving Difficulties

The following guidelines have been developed to keep things running smoothly:

- If at any time you feel concerned about something, please speak to the nurse providing your care **calmly and quietly**, so as not to disturb the other patients. If this is not satisfactory, please speak to the clinical resource nurse, the client services manager or the social worker.
- If conflict does arise, the following steps will be implemented:
 - a) If a client becomes agitated, their treatment area will be curtained off to provide privacy and reduce tension.
 - b) If needed and at the discretion of the first nurse, a second nurse will enter this area to calm the client and sort out the problem. If this is

successful, the treatment will continue.

- c) If the above measures do not work, treatment for that day will be terminated.
 - d) After the situation has calmed, the matter will be discussed with those involved and the clinical resource nurse. These discussions will take place outside of the client treatment area.
- Clients are encouraged to access support from the social worker as needed. Please feel free to call to arrange a meeting at 204-239-2321.



FOR MORE INFORMATION:

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Dialysis Unit

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