



Welcome to the \_\_\_\_\_ satellite unit.

The following is an information package to assist you with starting treatment in our unit. Understanding these policies will help you adjust to your recent lifestyle changes.

Our goal is to provide you with safe, secure, efficient treatment that is prescribed by your Nephrologist for you.

We understand that all this information and recent changes may be overwhelming. We are here for any questions you may have.

### Scheduling

- Presently your schedule is \_\_\_\_\_
- Please note this schedule may change on occasion due to various reasons i.e., machine breakdown.
- Request for schedule changes should be submitted in writing.
- **All changes are approved by the Regional Centre in Sudbury.**

Please note: Requests will be granted when possible. Requests will be determined by need and clinical status of patients. Scheduling of patients is done with the objective to give optimum care to all patients in the program by the Regional Centre.

### Arrival Time/Waiting Areas

- Please arrive 15 minutes before scheduled appointment and wait in the waiting area until called by the nurse.

### Snacks/Beverages

- You are responsible to bring your own snacks/beverages.
- Kitchen area in your unit is accessed by staff only.
- Ice is offered if able at nurses' convenience.
- Check with your unit re: availability of coffee/tea.

### Scent Policy

- HSN scent policy is followed.
- Please do not wear perfume or cologne in the Hospital.

### Blankets/Pillows

- One blanket and one pillow are provided.
- We suggest you dress appropriately.
- We encourage you to bring your own blanket/extra pillows if necessary.
- Personal pillows/blankets are expected to be laundered at home.

### Medications/Physician's Visits

- Please advise the nurse of any medications you are taking prescribed by your family physician.
- Contact your family physician for any repeats needed for those medications.
- The Nephrologist will only refill medication prescribed by a Nephrologist.
- Please advise the dialysis nurse in advance if you require repeats.
- Nephrologists visit the unit regularly, social workers and dieticians visit the unit 2x/yr and are always available for consultation, see staff for contact details.

### Medical Appointments

- You are responsible for cancelling/rebooking any appointments previously arranged by HSN if you cannot attend.
- When given a test requisition, you are responsible for booking that appointment i.e., chest x-ray, unless otherwise advised.

### Visitors

- Are classified as "family and friends".
- Visitors are welcomed into the unit under the following circumstances:
  - enter with permission of the staff,
  - not during "on & off" procedures,
  - in an emergency/patient complication, visitors will be asked to leave,
  - not during physical rounds.

### Emergency Situations

- Always go to your local emergency department for emergencies.....do not attend the dialysis until in an emergency.

## Return to the Regional Centre

- Patients will be required to return to the Regional Centre if:
- The patient becomes unstable.
  - The patient is non-complaint, abusive and/or uncooperative.
  - The resources or requirements of the satellite unit change.
  - Any other reason deemed necessary by the Primary Nephrologist or Designate.

Thank you for your co-operation,

Steffany Bourque  
Supervisor  
Nephrology Program & Satellites