



MANITOBA RENAL PROGRAM

SUBJECT <ul style="list-style-type: none"> ▪ Contacting a Patient who does not Attend a Hemodialysis Treatment 	SECTION 80.20 Guidelines – Hemodialysis
	CODE 80.20.04
AUTHORIZATION <ul style="list-style-type: none"> ▪ Professional Advisory Committee, Manitoba Renal Program ▪ Professional Advisory Committee, St Boniface Hospital 	EFFECTIVE DATE January 2007
	REVISION DATE June 2013, June 2015, August 2017

PURPOSE:

1. To mitigate the risk of harm to patients when hemodialysis treatments are missed.

POLICY:

1. Upon initiation of hemodialysis or transfer between Manitoba Renal Program (MRP) facilities, the patient will be clearly informed about his/her hemodialysis treatment schedule including frequency (days of the week) and time.
2. The patient has the responsibility to follow the schedule.
3. If a patient does not present for a routinely scheduled hemodialysis treatment, the charge nurse or designate will attempt to contact the patient or caregiver once by phone.

GUIDELINE:

1. The charge nurse or designate is responsible for placing the phone call.
 - a. If able to speak directly with the patient or caregiver, the charge nurse or designate will remind patient or caregiver of missed dialysis appointment and confirm date and time of next dialysis appointment.
 - b. If unable to speak directly with the patient or caregiver, the charge nurse or designate will leave a message and phone number for the patient to contact the dialysis unit.
 - c. If unable to leave phone message, the charge nurse or designate will document same.
2. The charge nurse or designate is responsible for documenting the outcomes of actions taken in Guideline 1 in the *Integrated Progress Notes* of the patient's health record.
3. The nephrologist will be notified by the next day the dialysis unit is open.

DOCUMENTATION:

- Integrated Progress Notes

REFERENCES:

Author (December 2013) What to do when patients do not follow the doctor's advice: Dealing with non-adherence. Retrieved on: May 11, 2017 from: <https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2013/what-to-do-when-patients-do-not-follow-the-doctor-s-advice-dealing-with-non-adherence>

Davis, Deborah J. (2017, April 27). *Correspondence from Deborah J. Davis to James Zacharias*. The Canadian Medical Protective Association, Ottawa, ON.

Williamson, R. J. (2006, July 18). *Correspondence from R. James Williamson to James Zacharias*. The Canadian Medical Protective Association, Ottawa, ON.