



# Kidney Q&A

4-12 months

Life Options Rehabilitation Program

414 D'Onofrio Drive, Ste. 200

Madison, WI 53719

[www.lifeoptions.org](http://www.lifeoptions.org)

What should I do if I don't get along with some patients or staff?

## Q: What should I do if I don't get along with some patients or staff?

**A:** Just as in the rest of your life, chances are there will be people in your clinic that you will not like. It is hard to avoid them in a spot as small and close-knit as a dialysis clinic, but there are some things you can do.

You may be able to limit your contact with someone by changing your shift or chair, or choosing a home form of dialysis. You can also change clinics—but you may run into the same problem again with someone else. Sometimes you just have to learn to get along with people you don't like.

**Working out a staff conflict:** Your center may or may not be able to honor your wishes to not sit near or work with a certain person, though you can ask.

Your social worker or clinic manager can help you set up a meeting with the person to work things out. When you talk, use “I” statements, like:

- “I asked for someone else to put in my needles after you blew my stick, because I want to save my access. Please don't take it personally, but if I need surgery, I'll have to miss work, and then I might lose my job.”
- “I asked you to take me off dialysis, because I was having cramps and nothing was helping me. If you can help me with the pain, I'll stay on longer.”

**Learn self-care or home dialysis:** You can spend less time in the clinic and have

more control of your treatments and schedule if you do your treatments at home—either peritoneal dialysis or home hemodialysis. You come to the dialysis clinic for lab work, checkups, and backup hemodialysis if you need it. Even in-center, you can learn how the machine works and protect your access by learning to put in your own needles.

### What I can do if I don't get along with staff or another patient:

- Know my rights and responsibilities and my clinic's policies.
- Get *Just the Facts: How to Talk to Your Healthcare Team* from Life Options [www.lifeoptions.org](http://www.lifeoptions.org).
- Talk to someone, i.e. social worker, head nurse, administrator, at the clinic to help me resolve the issue.
- Listen to the audiotape *Working Effectively with Your Dialysis Team* from Life Options at (800) 468-7777.
- Visit module 3 of Kidney School™: *Working with Your Healthcare Team* at [www.kidneyschool.org](http://www.kidneyschool.org) to learn more about different staff members' roles.
- Visit module 14 of Kidney School™: *Rights and Responsibilities*, to learn more about steps I can take to resolve a conflict ([www.kidneyschool.org](http://www.kidneyschool.org)).