



Kidney Q&A

4-12 months

Life Options Rehabilitation Program

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www.lifeoptions.org

Will I get advance notice of any changes at the dialysis center?

Q: Will I get advance notice of any changes at the dialysis center?

A: In most cases, the clinic should tell you about changes in policies that affect you. Policies you may want to ask about include visiting, eating, drinking, whether you can use a cell phone or laptop computer at on dialysis, how shift times are assigned, etc.

Change can be hard to get used to: Change is harder for some people than others. Although it seems like shift times and days are set for dialysis, there are times that change is needed. Some changes in a clinic might include:

- New clinic policies or new ownership
- Staff are hired or leave
- Someone needs a certain shift for work, school, or transportation
- Holiday schedules

Under new ownership: Patients are often told when a clinic is sold. A number of changes may happen all at once, and the staff may be as stressed as you are. Everyone is unsure what the change will mean. Since stress builds on stress, it's helpful if someone in a leadership role shares facts about what will happen. This will cut down on rumors that often occur with a change.

When staff come and go: You may not know when your clinic hires new staff until

you see them at the clinic. While it's nice when a staff person tells patients that he or she is leaving, you may not always know this in advance. Getting new staff or losing favorites can be stressful. In time, you may gain trust in your new staff like you had in the others.

Holiday planning: Well before a holiday, you should get notice about how the clinic plans to schedule patients. Tell your nurse or the clinic manager if the time you're scheduled won't work, so they can try to meet your needs.

What *I* can do to cope with change:

- Read memos and letters that my clinic gives me.
- Read and understand my clinic's policies.
- Ask the clinic manager if and how patients are notified about changes.
- Ask the clinic manager about any rumors I hear.
- Visit module 5 of Kidney School™: *Coping with Kidney Disease* at www.kidneyschool.org to learn more about working through my concerns.