

# Dialysis Connection

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## Get prepared to handle an emergency

Are you ready if bad weather or a disaster hits? Having a plan can help you avoid serious problems. Take time to prepare with these simple steps.

**Always have a week's supply of medications on hand.**

**Make a backup transportation plan** for getting to dialysis if your normal way falls through.

**Carry a current list of contact information** for your dialysis clinic, doctor, dietitian, friends and relatives. Be sure your clinic has three different ways to reach you.

**Have emergency diet food at home** in case you can't get to dialysis. Your dietitian can help you select foods that will help you survive if you can't avoid missing treatments.

**Build an emergency supply kit** using the list on the right.

**Get a medical alert bracelet** so emergency medical staff will know you're a dialysis patient and if you're diabetic. Order through your pharmacy or online.



Mong Berkowitz dialyzes at our Renton clinic. She has lived with kidney failure for more than 30 years.

## Emergency supply kit

- ✓ Emergency diet food supply for three to five days
- ✓ Paper or plastic plates, cups, bowls, eating utensils
- ✓ Non-electric can opener
- ✓ Aluminum foil
- ✓ Battery-operated radio
- ✓ Flashlight
- ✓ Extra batteries
- ✓ Candles and matches in waterproof container
- ✓ First aid kit
- ✓ Sharp knife and scissors
- ✓ Paper towels
- ✓ Baby or sanitary wipes
- ✓ Garbage bags
- ✓ Gallon jugs of distilled water (one gallon per person per day)
- ✓ Bleach and eyedropper to purify water (16 drops per gallon of water)

### In case of emergency

Call **206-292-3001** for a recording that tells if your dialysis center is open or closed. Or call your center directly.

If your center is closed, call **1-800-606-9174** to learn where you can dialyze instead.

For medical emergencies, **dial 911**.



## What to do in an emergency at the clinic

Teresita Matro gets a dialysis treatment at our SeaTac clinic.



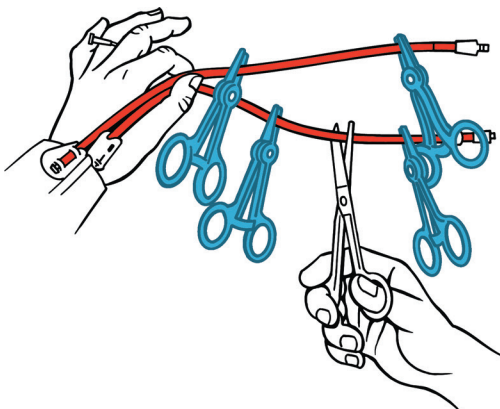
### If you need to get off the dialysis machine and out the building:

- ➔ Know where the exits are.
- ➔ Wait for directions from a staff member.
- ➔ If no one is available to help or instruct you, open the emergency pack on the side of your machine. It contains scissors, four blue clamps, tape, band aids and gauze pads.
- ➔ Follow the steps below to clamp and cut your blood lines.
- ➔ Leave the building and meet others outside.
- ➔ Northwest Kidney Centers staff can then remove your needles.



### If the power goes out while you're on dialysis:

- ➔ The dialysis machine can be cranked by hand to keep the blood pump running and prevent your blood from clotting.
- ➔ Northwest Kidney Centers staff will take the hand crank off the back of your machine and attach it to the blood pump. The crank should be turned about once every 4 seconds.
- ➔ If you are able, you may be asked to crank your own machine so staff can attend to other patients.
- ➔ The machine can be cranked until the power goes back on or until blood is returned to your body so you can stop treatment.



### Clamp and cut steps

1. Tightly attach two blue clamps on each blood line.
2. Cut each blood line between the two clamps.
3. Leave clamps in place.
4. Do not try to remove needles.
5. Leave the clinic, bringing the emergency supply pack with you.

## How are we doing? Your survey responses help us improve

The fall CAHPS survey is underway now. Please respond to give us your feedback. We want to hear from you!

The 2015 spring CAHPS survey showed that your experience as a Northwest Kidney Centers patient improved in some categories compared to the past three years:

- ✓ Overall rating of kidney doctors
- ✓ Nephrologist communication and caring
- ✓ Quality of dialysis center care and operations

Based on your survey responses, all of Northwest Kidney Centers will work on:

- Educating you on what to do if you experience a health problem at home
- Educating you on how to get off the machine in an emergency at the center
- Discussing with you what you should eat and drink

The spring survey was mailed to 1,198 patients in Northwest Kidney Centers dialysis clinics; 35 percent of eligible patients responded.

CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. Its standardized surveys, used across the country, come from the U.S. Agency for Healthcare Research and Quality.



## Check up on your Medicare Part D

It is time for the annual renewal of Medicare Part D prescription plans. Open enrollment runs through Dec. 7. It is a good idea to re-evaluate to make sure your current plan will be the most cost-effective to you.

To review your options, visit **www.Medicare.gov** and choose "Find Health and Drug Plans." If you do not have access to the Internet or would like help to review your options, please contact your financial case manager soon.

**If you would like to stay on your current plan, you do not need to do anything.**

## Look for your WSHIP annual renewal packet in the mail

If you have benefits from the Washington State Health Insurance Pool (WSHIP), you will receive information that includes the WSHIP Eligibility Verification Form. **It's important that you complete, sign and return this form to WSHIP by Dec. 15, 2015 if you want to continue WSHIP coverage.**

Contact your financial case manager if you need help.

## Financial case managers have a new office at SeaTac

Our financial case managers have moved to Northwest Kidney Centers SeaTac Pavilion at 17900 International Blvd. S., Suite 403 in SeaTac. The mailing address remains 700 Broadway, Seattle, WA 98122.

Phone numbers remain the same:

Aletha White: 206-720-3770

Anthony Moore: 206-720-3768

Mary Grennan: 206-720-3767

Sonia Edmondson: 206-720-3766

Financial case managers are here to help you get, maintain and update insurance coverage so you can focus on improving your health. Call anytime or make an appointment for an in-person meeting.





## It's easy to get medications from us

Get prescriptions sent to your clinic, where you can pick them up at your next dialysis visit, or have them mailed to your home.

**Expert consultation, easy ordering, free delivery**

**Phone:** 206-343-4870

**Toll-free:** 800-947-8902

pharmacy@nwkidney.org

**Refill your prescription online:**

[www.nwkidney.org/pharmacy](http://www.nwkidney.org/pharmacy)



[www.nwkidney.org](http://www.nwkidney.org)  
[pr@nwkidney.org](mailto:pr@nwkidney.org)  
206-292-2771



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**Pharmacy:** 206-343-4870 or 1-800-947-8902

Northwest Kidney Centers promotes the optimal health, quality of life and independence of people with kidney disease through patient care, education and research.



NORTHWEST

**Kidney Centers**

700 Broadway • Seattle WA 98122

RETURN SERVICE REQUESTED

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U.S. POSTAGE  
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SEATTLE WA  
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## What's next? See if home dialysis or a transplant is right for you

Our free classes will help you figure out your next step

### Going home

Our Next Step Home Hemodialysis or Next Step PD class will tell you what's involved in doing your own treatments. With home dialysis, you can follow a more normal lifestyle, with a less restricted diet and more independence as you set your own treatment schedule.

### A new kidney

Our Next Step Transplant class will answer all your questions about transplant qualifications, living donor and deceased donor transplants, the waitlist, and how to live well with a transplant.

**Visit [www.nwkidney.org/classes](http://www.nwkidney.org/classes)  
to see upcoming dates and locations.**



David Lyons is a patient at our 15th and Cherry clinic in Seattle. He recently took the Next Step home classes. "I'm just trying to see what my options are. Eventually I want to get away from in-center."