



## DIALYSIS USER GUIDE

This user guide is designed for staff at dialysis clinics and riders who go to dialysis treatments.

### **WHAT DO DIALYSIS PATIENTS NEED TO KNOW?**

#### **You can request a “standing order” for your dialysis trips.**

- If you intend to go to dialysis at least three (3) times each week, at the same time of day and on the same days of the week, you may request a “standing order.” A standing order means that your provider will regularly send a vehicle at your scheduled time and you no longer have to call the provider each time you want to go to dialysis.
- Because your ride may be shared with others receiving treatment at the same clinic, your standing pick-up time may be slightly earlier or later than you wish.
  - Timely, efficient service is delivered by transporting riders who are going to the same place together whenever possible.

#### **Know the pick-up window for both your trip to dialysis and your return trip home.**

- ACCESS has a **30-minute** pick-up window. The vehicle may arrive ANY time in the **30-minute** window.
- You must be ready to go **10-minutes before and up to 20-minutes after** your assigned pick-up time.
- The driver cannot wait longer than **5 minutes** for you at your home or at the clinic.
- Drivers cannot enter buildings beyond the ground floor lobby to look for riders. Please wait where the driver can find you without going past the door.
- If your apartment building or dialysis clinic has more than one entrance, make sure your provider knows the entrance where you will be waiting for your ride.

#### **Let your provider know as soon as possible if your treatment schedule changes.**

- If you have a standing order, and the clinic changes the schedule of your dialysis treatments, call your provider immediately. If you do not contact your provider and they send a vehicle for you based on your old schedule, you will be considered a “no-show.”
- Three (3) consecutive no-shows or higher than 50% cancellations can lead to a suspension of service or a cancellation of your standing order.
- If you are going to miss treatments for a few days, for example while in the hospital, you must call to suspend your standing order. If you suspend your standing order it can be started again when you’re ready.

- On holidays, your dialysis clinic may operate on a different schedule. Check with the dialysis clinic staff before a holiday.
  - Let your provider know whether you want your standing order to still run automatically on holidays OR be automatically cancelled on holidays.

### **Additional Tips:**

- If you won't be ready for your return trip, call your provider as soon as possible.
- Build in at least 30 extra minutes into your time at the clinic to avoid having to wait for a second vehicle.
- Do not try to make arrangements with the driver to come back for you; you must schedule through your provider.
- Call your provider if your ride has not arrived within your 30-minute pick-up window.
- Pack a snack.
- Don't forget that RealTime information is available to help you track how far away your vehicle is. Learn more at [www.MyACCESSRide.com](http://www.MyACCESSRide.com).
- If you are ready to return home early on a given day, you can call your provider and they will make every effort to accommodate the request, although an early return trip is not guaranteed.

## **WHAT DO DIALYSIS CENTERS NEED TO KNOW?**

- If the patient won't be ready for the return trip, have someone on clinic staff call the patient's provider.
- If a patient needs extra recovery time or has not stopped bleeding and you think they may miss the scheduled return ride, be sure to call the provider as soon as possible. This will give the provider more time to work on getting the patient another ride.
- If the patient is not ready to go at the scheduled pick-up time more than a couple of times, consider changing their return time.
  - Dialysis centers should make sure the patient is scheduled to be at the clinic for at least 30 more minutes than the time they have to be in the chair.
  - For example, if the patient needs three hours of chair time, their rides should be scheduled to have them at the clinic for at least three hours and 30 minutes.
- A person who is still bleeding cannot be transported. If the patient starts bleeding while getting into the vehicle, the driver will return them to the dialysis clinic.
- Dialysis centers should create a clear policy of who is to contact the provider when schedules need to be adjusted. In some centers, it is the responsibility of the patient and in others it is the center.
- *Dialysis center staff should work with providers in scheduling rides for the patient. When you work to group trips together based upon geographical location and treatment time, this helps the provider ensure timely and reliable service for every patient.*
- A dialysis appointment time earlier than 7:00AM usually cannot be guaranteed.