Kidney Care Clinic
Orientation for New Clerical Staff

BCRenal
Provincial Health Services Authority

TOPIC	REFERENCE
1. Basics of Kidney Disease	
a) Kidney Foundation of Canada (patient booklets but also a good overview for staff): • Living with Reduced Kidney Function • Living with Kidney Failure	https://kidney.ca/Support/Resources/Living-with-Reduced-Kidney-Function
b) Living Well with Kidney Disease (BCR patient video, 18 min)	https://www.youtube.com/watch?v=T-WhrWYTVWM
c) Getting into the Driver's Seat (patient video, 48 min)	https://www.youtube.com/watch?v=6T7ozWsMtvA
2. Best Practices in Kidney Care Clinics (KCCs)	
• Referral criteria • Target waiting times • Tasks and timelines (flow algorithm, milestones) • KCC team member roles (including Unit Co-ordinator/Clerk) • Transitions from KCC to renal replacement therapy or conservative care	http://www.bcrenal.ca/resource-gallery/Documents/Best_Practices-Kidney_Care_Clinics.pdf
3. KCC Processes	

• New KCC referrals/admissions
• Preparing for Kidney Care Clinics
• KCC charts
• Booking KCC appointments/learning sessions
• Managing lab work
• Medication reconciliation
• Processing post-clinic orders
• Referrals:
  • Pre-Transplant/Transplant Clinic
  • PD, HHD, HD
  • Home & community care/palliative care
  • VA Clinic
  • Diabetes Clinic
  • Other specialists
• Discharging from KCC/closing a chart
• Use of telehealth
• Clinic-specific nuances of KCC team roles
• Staff meetings/team huddles
• Ordering patient teaching materials/supplies	

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4. PROMIS Documentation	
- Renal registration (all of Patients menu) - CKD status and anemia therapy (Treatment menu) - Lab results and entering lab values (PROMIS 4 Orders/ Results menu) - Processing medication orders (Monitoring menu) - Entering Hepatitis B vaccinations (PROMIS 4 Orders/ Results menu) - Comorbidities (Monitoring menu – enter/update) - Document history (View and upload) - Lab list builder (PROMIS 4 Maintenance menu) - Referrals - Reports: - CORR Report (CKD pts parts only) - Medication - eGFR (PROMIS 4 top Reports) - Patient monthly results (medications and most recent lab results for clinic prep) - Patients Due for Deactivation - Data QA - General Data Entry QA report - Patients with Registration Problems report If PROMIS is used to schedule KCC Clinics: - Scheduling KCC appointments - Entering clinic visit information - Booking KCC follow-up appointments - Printing schedules and reports (e.g., medication and lab reports)	BC Renal User Guide: http://www.bcrenal.ca/health-professionals/ professional-resources/promis