

When to Call and Who to Call

Guideline For Home Hemodialysis Baxter Patients



As a home hemodialysis patient there may be times when you need the help and advice of healthcare professionals. These guidelines will help you decide who the best person to call is, and when to call.

1. Emergency personnel are available 24 hours a day, 7 days a week.

Call 911 if you are experiencing:

- Chest pain, heavy feeling in your chest
- Severe shortness of breath
- Seizures
- Large blood loss
- Other emergencies such as fires etc

2. Baxter Technicians are available from 7:00am to 11:00pm, 7 days a week- including holidays. Call a Baxter Technician at 1-888-441-6620 if you are experiencing:

- Wrench code alarms
- Water leaks
- If the screen is blank or frozen
- The machine won't start or perform the start up sequence
- Problems with your RO machine

3. Home Hemodialysis Nurses are available from 8:00am to 4:00pm, Monday through Friday excluding holidays. Call during these regulars office hours if you have general questions about:

- Medications
- Blood work

- Access concerns, such as redness or itchiness and clotting
- Supplies
- Clinic appointments
- Goal Weights
- Machine questions, other than those that should be asked of the Gambro technicians (please see #2 above for the list)

4. Your home hemodialysis program may have limited nursing call, after regular working hours and on weekends, especially when you first dialyze at home. Before you call a nurse, try and find the answer by:

- Reviewing the patient training manual
- Reviewing the "cheat sheets" for common problems and solutions
- Check all clamps, as many alarms involve a clamp being left on

Reasons that you may need to call after regular office hours could include:

- a) Red, irritated or clotted access
- b) Pain, especially if in your access site
- c) Chills or fever
- d) Machine problems, other than what should be asked of the Gambro technicians (please see the list in #2 above), that are stopping you from having a successful dialysis treatment

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5. Your nephrologist - or the nephrologist on call - can be contacted if it is after hours, on the weekend, or a statutory holiday, if:

- You have serious issues with your vascular access (for example, a clotted access or no flows in your permacatheter after working through all your troubleshooting techniques), and are unable to dialyze
- There have been delays in having your machine repaired, and you will be missing a dialysis run
- You have other acute medical concerns or questions

**If problems arise between 11:00 pm and 7:00 am that you are unable to solve:
TAKE YOURSELF OFF &
CALL YOUR HOME HEMODIALYSIS NURSE OR YOUR NEPHROLOGIST IN THE MORNING**

