



## AH0210 RESPONDING TO REQUESTS FOR EMERGENCY CARE OUTSIDE OF STAND-ALONE HEMODIALYSIS COMMUNITY UNITS

### 1.0 PURPOSE

To ensure Interior Health (IH) staff understands the expectations when responding to a request for emergency care that may or may not directly involve a dialysis patient outside a Community Hemodialysis Unit

To ensure individuals who require emergency care outside a Community Hemodialysis Unit are responded to in an appropriate manner.

To ensure the security and safety of staff members is not jeopardized when responding to requests for emergency care that may or may not directly involve dialysis patients.

To ensure that the security, safety and care of the Community Hemodialysis Unit patient comes first in the event of an individual, who may or may not be a dialysis patient, requires emergency care outside of the community dialysis unit.

To ensure that there is a minimum of two staff in the Hemodialysis Unit while patients are on dialysis.

### 2.0 DEFINITIONS

TERM	DEFINITION
Initial Assessment	The initial determination by Community Hemodialysis Unit staff to assess an individual's required care.
Stand-alone Community Hemodialysis Unit	A building not attached to a hospital or with immediate access to an emergency department, owned, leased or operated by IH in which IH hemodialysis dependent patients receive their hemodialysis treatment. Also referred to as a Community Dialysis Unit or CDU.
PSLS	Patient Safety Learning System
Shift Coordinator	Acts as a clinical resource to staff in resolving problems regarding patient care and staffing levels.

### 3.0 POLICY

#### 3.1 Duty to Respond

IH staff has a duty of care to respond to all requests for emergency care from individuals, who may or may not be dialysis patients, outside of the Community Hemodialysis Unit.

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### 3.2 Initial Assessment

Every request for emergency care will receive an initial assessment by a Registered Nurse or a Licensed Practical Nurse using appropriate resources available to determine the best post-assessment response.

**Note:** The first response is to call 911. Cancel the call if and when it is no longer required.

The emergency situation may require a nurse for a short period of time (i.e.: ambulance arrives). If this occurs, staff will stop putting patients on dialysis or stop taking patients off dialysis.

### 3.3 Following Initial Assessment Response

IH staff will exercise their professional judgment, to meet their duty of care, when determining and implementing an appropriate pre/post assessment response, taking into consideration the following factors:

1. Whether the security and safety of staff would be jeopardized.
2. The initial assessment of the person for whom emergency care is requested.
3. Whether the care and safety of other patients would be jeopardized.
4. The availability and ability of other staff to assist.
5. The availability of appropriate medical and/or other equipment.
6. The availability of other emergency services such as Ambulance Service, RCMP etc.
7. Location of the individual to the community dialysis unit (proximity to the unit).

**Note:** As it may not always be safe and/or practical to attend in person, the appropriate pre/ post assessment response is to call 911 or other appropriate community emergency response number.

### 3.4 Documentation

The health care provider will document all requests for emergency care outside of IH Community Hemodialysis Units that will include the following:

- a. The sequence of events as they occur.
- b. All actions as per flowchart done or not done and the rationale.
- c. All communications with emergency personnel.
- d. Complete a PSLS entry.

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**4.0 PROCEDURES**

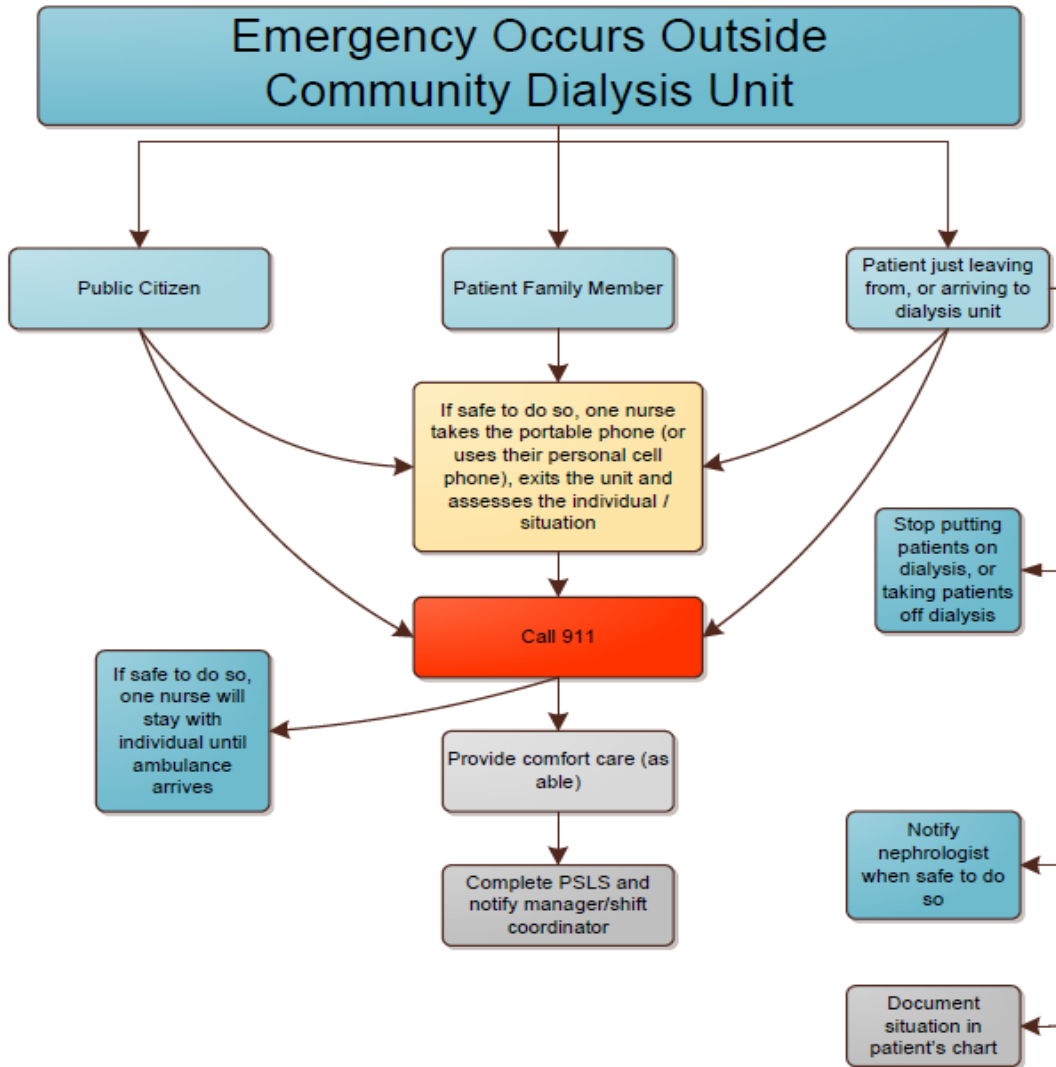
See Appendix A.

**5.0 REFERENCES**

- 1.
2. IHA – AH0200 Requests for Emergency Care Outside of Hospitals with Emergency Departments, responding to, June 2006.
3. IH – AK0400 – Incident Management, September 2003, Revised April 2014

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APPENDIX A



Principles:

1. 1<sup>st</sup> duty is to the patients on dialysis, and staff safety.
2. There should be a minimum of two staff in the dialysis unit while patients are on dialysis.
3. The emergency situation outside the unit may require a nurse for a short period of time (E.g. until ambulance arrives). If this should occur then staff will stop putting patients on or taking patients off dialysis.
4. If determined by a RN based on their clinical judgement that BC Ambulance Services is not required, then the call will be cancelled.

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