



**SILS**  
renal care

**PATIENT HANDBOOK**  
Your Rights & Your Responsibilities

## INTRODUCTION

This Patient Handbook has been prepared to give you information about Sils renal care and your rights and responsibilities at our facility. The information you receive in this handbook is general in nature, and you should talk to your health care team about any specific questions you may have.

Our goal at Sils renal care is to provide you with quality dialysis care in a comfortable, caring environment. Our approach is holistic in nature and relies on the active participation of the patients, their loved ones and of course, Sils.

We value Professionalism, Integrity, Empathy and Non-Discrimination and we trust that you, as a patient, will see this reflected in the care you receive.

# PATIENT RESPONSIBILITIES

## 1. BE INFORMED

It is your responsibility to:

- Learn as much as you can about your kidney disease and how it is treated. Talk to your health care team about your concerns regarding your treatment
- Talk to your health care team about your concerns regarding your treatment.

## 2. PLAN AND FOLLOW A TREATMENT PROGRAM

It is your responsibility to:

- Supply all information about your health needed to plan and carry out a treatment program that will give you the best results.
- Find out about the other services and referrals that are recommended by your health care team.
- Adhere to all aspects of your dialysis treatment as prescribed by your health care team. This includes not only the dialysis prescription but also recommended treatments, medications, testing etc. If you disagree with the prescription or desire that changes be made, you must discuss it with you attending physician. Your physician is the only one who can order these changes

## 3. BE ON TIME

It is your responsibility to:

- Be on time for your scheduled dialysis – tardiness results in increased cost for the facility, delayed treatment for other patients and unnecessary inconvenience for the health care team.
- Inform Sils renal care ahead of time if you are unable to attend your next treatment date.
- Understand that your treatment time may be shortened if you arrive late.

## 4. FOLLOW FACILITY POLICIES

It is your responsibility to:

- Follow Sils renal care policies and procedures that have been developed to provide safety and quality of care to all patients.
- Not to tamper with unit equipment or property unless instructed to by staff.
- Not to consume more than one beverage while on the dialysis machine and to understand that this will be at the discretion of the nurse.
- Not consume heavy meals while on the dialysis machine.

## 5. BE CONSIDERATE

**It is your responsibility to:**

- Treat other patients and staff members with respect, dignity and consideration.
- Never threaten others, act in a violent manner or cause any physical harm.
- Refrain from loitering in dialysis unit before or after dialysis session.
- Refrain from loud or vulgar conversations.
- Not bring weapons, alcohol, or illegal drugs of any type to Sils renal care.
- Not to smoke at Sils renal care.

## 6. BE AWARE OF THE FOLLOWING GENERAL POLICIES

- No visitors are allowed in the treatment area while any patient is being put on the machine or being taken off of the machine. Your nurse will let you know when it is okay for your visitor to come see you.
- Young children ( under 16) are not allowed in the area where the patients are unless by special permission of the head nurse.
- Shoes and/or slippers must be worn in the dialysis unit.



**WE CARE ABOUT YOU &  
YOUR WELL BEING.**





## CONDUCT POLICY

Sils renal care has a firm policy against any type of workplace violence. Acts or threats of violence, whether physical or verbal by anyone at our company facility will not be tolerated. Verbal, physical or visual intimidation will not be tolerated. Violation of this policy by anyone could lead to legal action and to dismissal from the facility. Anyone who experiences or witnesses acts or threats of violence, intimidation or harassment are required to report such acts immediately.

Specific examples of conduct that may be considered threats or acts of violence include, but are limited to, the following:

- Hitting, striking, or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm.
- The intentional destruction of or threat of destruction of property.
- Harassing or threatening phone calls.
- Harassing surveillance or stalking.
- Using foul, disrespectful language or any language which is not in line with our core value of non discrimination.
- If you see any acts that violate the workplace violence policy, please ask to talk to management immediately.

We know that having kidney failure and being on dialysis can be difficult for you and your family. Sometimes treatment can be frustrating and in this case, you should talk to the staff at Sils renal care to help you to cope. Remember we are here to help.

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