



Torrevieja Department of HealthHospital
Universitario de Torrevieja
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Welcome Guide

for Outpatients

Session starting times

- Morning session: 8:00
- Afternoon session: 13:00
- Evening session: 18:00

Our staff will notify each patient of the estimated dialysis time, starting with those who need the longest treatment session. If everyone has the same dialysis time, we will notify you on a rotating basis. **No patient should come to the ward until they have been called**, and any variations will be at the discretion of the Dialysis Unit's staff.

Pre-dialysis hygiene

To reduce the risk of infection, we recommend that all patients who have an arteriovenous (AV) fistula should **wash the puncture area before entering the dialysis room**.

Clothing and belongings

Torrevieja University Hospital provides all haemodialysis patients with a locker where they can leave their clothes and personal belongings during the dialysis session. **These lockers are not individual ones**, so please be sure to remove all your belongings at the end of the session and leave the key in the lock so it can be used by the next patient.

We recommend that haemodialysis patients wear the upper part of the pyjama and bring a change of clothing when entering the dialysis room. Torrevieja University Hospital provides all patients with pyjama jackets which are available in the changing rooms. After the session, these should be left in the laundry baskets provided in the changing rooms.

We recommend that all patients try to wear the same clothing and footwear each time they come for dialysis to avoid any deviations on weighing.

Use of mobile phones

For reasons of hygiene during treatment and also out of courtesy to other patients, we ask that dialysis patients **turn off their mobile devices** in the dialysis rooms.

Duration of the haemodialysis / intake session

The length of time and other parameters of the haemodialysis session are given to each patient by their nephrologist and may not be changed by the patient without the authorization of the Service Nephrologist.

The number of hours of each haemodialysis session **may be changed by your doctor** depending on whether you have gained any weight or as a result of any clinical events during the treatment.

As a general rule, **you are allowed to eat during the haemodialysis session**, apart from in exceptional circumstances as indicated by the medical staff. Patients who have not been able to eat during dialysis will be offered a small snack at the end of the session.



Change of room/session

Patients do not have 'their own' haemodialysis session, room or monitor, which can be changed at the discretion of the medical team either due to the personal circumstances of the patients or the needs of the Unit itself.

If a patient needs to change their session, they must contact the Supervisor or notify the nursing staff of this request.

Liaison between patients and medical staff

Any queries about the dialysis, dietary matters, etc. or any symptoms of the disease should be addressed to the medical staff, preferably before the session starts. To do so, we recommend that the patient approaches any member of the medical team.

We ask patients to address the medical team with the utmost courtesy and respect, and also expect that the medical staff will deal with patients in a similar manner.

Patient security

For security reasons, during the time that you are in our facilities you will need to be identifiable either by a bracelet or a card which will give your forename, surname and date of birth. This will be given to you when you are weighed by the nursing staff and **must be visible during the whole time you are in the Unit**. At the end of the session, you should return the identification to the Unit's nursing staff after being weighed. **May we remind you that under no circumstances may you weigh yourself without the supervision of a member of staff of the Unit.**

Wireless network

Torrevieja University Hospital's dialysis unit has a free **wireless network** for the use of all its patients. This facility can only be used by patients while they are receiving treatment in the Unit. Please contact any member of staff to ask for the network password.

Satisfaction survey

At the end of your session in the Haemodialysis Unit, the medical staff will give you a **satisfaction survey** in which you can express your views about the service received and also make a note of any suggestions you feel could improve our service. This questionnaire is anonymous and voluntary. After you have completed it, please leave it in the mailbox in the Unit's waiting room next to the reception desk.

Compliance with the above guidelines is essential for the optimum operation of the Service so we kindly ask for our patients' full collaboration.

The whole team at the Nephrology Unit of Torrevieja University Hospital would like to welcome you and wish you a comfortable stay in our facilities.

Do you have any queries?
Please note them here and ask us:
