

Explore With Confidence:

A Guide for Hemodialysis Patients Planning to Visit Interior Health Hemodialysis Sites Within British Columbia

Patient Information

www.interiorhealth.ca

Welcome! We are pleased to hear that you are planning a trip to British Columbia's Interior.

Hemodialysis patients visiting from outside Interior Health may be able to receive dialysis treatments as a visiting patient at an Interior Health (IH) facility. Traveling can improve mental health, self-esteem, and overall well-being for hemodialysis patients by breaking the routine of chronic illness and restoring a sense of normalcy.

Travel Factors to Remember

- Due to limited treatments space, staffing, etc. travel requests are more likely to be approved when requested with as much advance notice as possible.
- Patients must be medically stable and have permanent vascular access (fistula, graft, or catheter) in place.
- A treatment spot at an IH dialysis unit must be **confirmed** before travel is booked, as space is limited.

Steps to Book a Trip to an IH dialysis unit

1. Talk with Your Home Unit

Patients must speak with their home dialysis unit nephrologist to confirm they are medically able to travel.

2. Choose an IH Renal Unit

Patients or their home dialysis unit should identify an IH dialysis unit that is close to their travel destination.

Interior Health Hemodialysis locations link

<https://www.bcrenal.ca/kidney-services>

3. Submit a Booking Request

Contact the receiving IH dialysis unit to ask about availability. Space is limited and is assigned on a first-come, first-served basis. We understand that some patients may have urgent care needs, but arrangements must be made in advance.

We cannot accept patients who arrive without prior approval. The emergency department should not be planned as an alternate option for hemodialysis treatment, and in many cases the emergency department cannot provide this service.

more information on other side →

Call 8-1-1 Healthlink BC www.healthlinkbc.ca	Nurse	24 hours a day	Daily	Call 8-1-1 to speak with a nurse, ask a dietitian about nutrition, or a pharmacist about your medication.
	Dietitian	9 a.m. – 5 p.m.	Mon – Fri	
	Pharmacist	5 p.m. – 9 a.m.	Daily	
	Hearing Impaired	Call 7-1-1		

Explore With Confidence (*continued*)

4. **Wait for Confirmation**

Do not finalize travel plans until the IH renal unit has confirmed that dialysis treatments can be provided.

5. **Transfer Medical Records**

Once dialysis treatment booking is confirmed, talk with your home unit to notify them in advance.

The home dialysis unit must send all required medical documents to the receiving IH dialysis unit in advance of your arrival.

Additional Information & Considerations

• **Coverage and Costs**

Hemodialysis treatments are usually covered by the patient's home provincial health plan. However, patients should confirm their coverage details themselves. Your home unit Social Worker may be able to aide in this.

• **Medications**

Patients must bring enough of all prescribed medications, including Iron/EPO/Aranesp, in their original labeled containers.

• **Infection Prevention and Health Documentation**

Patients must follow all infection prevention requirements at the IH dialysis unit they are visiting. Patients should also bring any required medical or vaccination records. If you are unsure what is needed, contact the IH dialysis unit.

• **Language Support**

Patients who need translation services can work with staff at the unit they are visiting to arrange support before they arrive.

• **Unexpected Service Cancellation**

Every effort will be made to avoid changing or cancelling scheduled hemodialysis appointments after they have been confirmed. However, if an unexpected capacity issue occurs, the dialysis unit will make every reasonable effort to arrange another treatment time or location to help ensure continued care. In rare situations, treatment cancellations may be unavoidable. These situations may include natural disasters, public health emergencies, or unexpected changes in a patient's health that prevent travel or dialysis treatment as planned. If you plan to travel, it is strongly recommended that you purchase refundable travel arrangements or trip cancellation insurance to help protect against unexpected changes to your hemodialysis schedule.



Thank you, your kidney health team
looks forward to meeting you!