

AH0210 – RESPONDING TO REQUESTS FOR EMERGENCY CARE OUTSIDE OF STAND-ALONE COMMUNITY DIALYSIS UNITS

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Däkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tsilhqot'in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimension of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

To promote a safe and secure approach to manage emergency response to any individual (staff, clients, general public) outside Community Dialysis Units.

2.0 DEFINITIONS

TERM	DEFINITION
<i>Emergency Health Care'</i>	<i>Treatment required to preserve life or prevent serious physical/mental harm or alleviate severe pain</i>
<i>Initial Assessment</i>	<i>The Initial determination by Community Dialysis Unit staff to assess an individual's required care.</i>
<i>Nurse In Charge</i>	<i>Acts as a clinical resource to staff in resolving problems regarding patient care and staffing levels</i>
<i>Community Dialysis Unit</i>	<i>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.</i>

3.0 POLICY

3.1 Duty to Respond

IH staff have a duty of care to respond to all requests for Emergency Health Care from individuals, who may or may not be dialysis patients, outside of the Community Dialysis Unit.

Policy Sponsor: VP Clinical Operations	1 of 3
Policy Steward: Renal Services, Regional Director	
Date Approved: October 2008	Date(s) Reviewed-r/Revised-R: May 2025 (R)
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3.2 Initial Assessment

- The first response is to call 911. Cancel the call if it is no longer required.
- Every request for Emergency Health Care receives an initial assessment by a Registered Nurse (RN) or a Licensed Practical Nurse (LPN) using appropriate resources available to determine the best post-assessment response. The emergency may require a nurse for a short period of time (i.e.: until ambulance arrives).

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:

- a. Security and safety of staff;
- b. The initial assessment of the person for whom emergency care is requested;
- c. Safety of other patients;
- d. The availability and ability of other staff to assist;
- e. The availability of appropriate medical and/or other equipment;
- f. The availability of other emergency services such as Ambulance Service, RCMP, etc.; and
- g. Location of the individual to the Community Dialysis Unit (proximity to the unit).

3.4 Documentation

The health care provider must document all requests for Emergency Health Care outside of IH Community Dialysis Units and include the following details:

- a. The sequence of events as they occur;
- b. All actions done or not done and the rationale;
- c. All communications with emergency personnel; and
- d. Complete a Patient Safety Learning System (PSLS) entry enabling the broad intent of the policy to be applied to various situations.

4.0 PROCEDURES

Please see [Flow Chart of Process for Responding to Emergencies Outside Community Dialysis Units](#):

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5.0 REFERENCES

1. Interior Health – AH0200 Requests for Care on Hospital Property.
healthbc.sharepoint.com/sites/PoliciesPortalIH/Shared Documents/Forms/Policy Manual Section.aspx?id=%2Fsites%2FPoliciesPortalIH%2FShared Documents%2FRequests for Care on Hospital Property%2Epdf&parent=%2Fsites%2FPoliciesPortalIH%2FShared Documents

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