

# NKC Call Before You Go

Patient calls clinic reporting intent to seek care in ED

## Step 1: Initial Screening Questions

**What symptoms are you experiencing?**

- Shortness of breath?
- Swelling or weight gain?
- AV access or CVC concerns (e.g. redness, discharge, swelling, fever, chills, loss of thrill, or bleeding)?

**Do you feel that you need an extra or make-up dialysis treatment?**

## Step 2: Decision Tree

**Direct patient to the emergency department**

### Criteria:

- Patient does not feel safe to come to dialysis clinic due to symptoms
- RN does not feel appropriate for patient to come to clinic due to clinical concerns
- Patient-reported bleeding from dialysis access
- Other symptoms concerning to patient or RN (e.g. chest pain, stroke-like symptoms)

### Action:

- Notify nephrologist immediately
- Instruct patient to present to emergency department
- Call 911 if patient unable to transport
- Document in Clarity

**Instruct patient to come to the dialysis clinic**

### Criteria:

- RN assessment that patient would benefit from HD that day
- Patient and RN feel appropriate for patient to be seen at NKC clinic
- Access site concerns without bleeding

### Action:

- Contact nephrologist or coverage for order for extra HD if needed
- If regular HD schedule is not that day, schedule for extra HD
- If no same-day HD available, contact other NKC clinics or space availability
- If non-bleeding access site concerns, RN assessment and contact nephrologist for further instructions
- Document in Clarity