

2011



**SERVICES CARD**  
HEMODIALYSIS CLINIC  
“ARETUSEA DIALYSIS” Ltd.

*The Service Card is a document which sets out all the information that the Directorate has made and continues to offer better services to the nephropathic patient that we host in our facility, with the active cooperation of all employees who participated actively and a spirit of sacrifice and complete the drafting of the capillary itself.*

This Card Services is a tool for information on the activities of the Hemodialysis Clinic, to simplify user access and enjoyment of the service.

### INCLUDES

- General information
- Organization of the surgery
- Staff and their functions
- Access to the structure
- Information tools
- List of performance and timing

### MISSION

The Mission of our group is that it is an active, alive and vital activity of the Hemodialysis Clinic, providing the best possible performance in order to achieve a high level of therapeutic efficacy.



### ACCEPTANCE

The nephropathic patient is at the center of our attention and all our efforts tend to its satisfaction, the primary purpose of our organization. To this end, we want to develop a plan for using different quality indicators due to a complex group work.

All staff of the Hemodialysis Clinic, in fact is committed to ensuring the transparency of information for the proper use of the services and to offer the best hospitality to patients with renal disease, which is distributed an evaluation questionnaire on the organization of the Dialysis Clinic, on the activity, the type of services provided.

### TIMELINESS

The Service ensures that performance requirements are delivered on time prepared by the Director of the facility.

Each operator is intended for patients with courtesy and availability, thereby making themselves open to troubleshooting always the same due respect privacy. The minutes of dialysis are compiled in a clear and understandable and, in order to avoid the mistakes of the same name, are always placed the following data:

1. Name
2. Surname

3. Address and Tax Code
4. Date of execution of the dialysis session

The premises made available to patients are free of architectural barriers, with generous seating and refreshment in the waiting room and adequate sanitation.

### REMARKS AND RECOMMENDATION

The recommendations, criticisms or suggestions can be submitted to the Director of the structure, delivering the forms provided directly to the administrative staff.

Interested parties who submit a signed report shall be answered in writing within 15 days from the date of submission.

### QUALITY ASSURANCE

Guaranteed is the monitoring, maintenance and improvement of quality through daily procedures of internal and external quality controls.

The continuous quality improvement is achieved with the involvement of all staff and continuous teamwork.

### OBJECTIVES OF THE CLINIC

Result from our policy and are always in line with the objectives and strategies:

1. Meeting the needs of renal patients and the expectations of the company
2. Complying with the medical needs of patients, using different dialysis performance
3. Promote continuous quality improvement of the structure of the processes and outcomes
4. Improve levels of efficiency and effectiveness
5. Place the patient aware of our quality service and involve applied to its simplest and most tangible satisfaction
6. Constantly engage and motivate staff of the whole team
7. Always work in better compliance of the D. Legislative Decree 81/08 on the safety in the workplace
8. Always work in better compliance of the D. Decree Law 196/03 on privacy



9. Ensure in all circumstances supplies of high quality and reliability at the earliest possible clinical importance in relation
10. Use equipment in line with technological upgrades

## ORGANIZATION

The Hemodialysis Clinic, "DIALYSIS Aretusea" Ltd. carries out health services for people with kidney disease chronic offering all dialysis techniques.

The diagnostic activity is developed through:

- medical examination
- chemical-clinical tests and functional

These examinations are performed with manual, semi-automated and automated for the prevention, diagnosis, treatment, monitoring of disease and follow-up for kidney transplants.

The therapeutic benefits of the surgery carried out under are made following accreditation with the National Health System.

The Clinic also offers the following conventions:

- Syracuse to the hospital with the emergency management nephropathic patient
- With Transplant Center, University of Catania

You can also access the center by contacting transport companies affiliated with the NHS.

### *Hemodialysis Clinic "Aretusea DIALYSIS" Ltd.*

It is located in a building that is spread over two floors in the former Soviet Union Street, 1 - Siracusa.

Contact:

Phone: 0931/490622

Fax: 0931/490622

E-mail: [info@dialisiaretusea.it](mailto:info@dialisiaretusea.it)

You are guaranteed the availability of medical and nursing staff by contacting the surgery on the number 0931/39544.

## ORGANIZATION OF THE CLINIC

Direction

- 1 Quality Manager
- a kidney specialist medical director
- 2 medical assistants
- 5 nurses



- 2 Auxiliary
- 2 O.S.S.
- 2 Administrative

## STRUCTURE of the Hemodialysis Clinic "Aretusea DIALYSIS" Ltd.

The clinic has:

- Area for the Directorate
- A waiting room is open daily from 08.00 to 20.00 from Monday to Saturday, with on-call service for parties and night clubs
- A room accepting open daily from 08.00 to 20.00 Monday to Saturday
- A place for special waste collection
- A room for the storage of consumables
- Two rooms for the normal operation of dialysis with 10 stations and one for positive AU by default with a position
- A laboratory analysis for internal use
- A dressing room
- A local water treatment with reverse osmosis and storage group

The property also has water and electricity autonomy that they can offer business continuity even in the absence of delivery of both public water supply of electricity.

## INFORMATION TOOLS

- Services Card of the clinic
- Telephone
- Staff involved with the acceptance
- Staff involved with the dialysis
- Employees in service

## PERSONNEL AND FUNCTIONS

### **Administrative Staff**

Manage the acceptance and patient data, credit reports territorial AUSL and administrative activities of the surgery.

### **Medical assistants, Nurses and Orderlies**

Manage the continuous therapy and monitored for each patient during the dialysis session.

## **Hemodialysis Technician**

It provides the control and maintenance of equipment useful for the therapeutic treatment.

The Medical Director is also responsible for coordinating the activities of all staff to communicate with the doctors treating their patients and coordinate with the hospitals to the activity surrounding nephrology.

The services are carried out as a result of treatment programs, set by the Management.

The Health Director also has the task of managing the medical records and keep it updated with the help of fellow physicians assistants, in accordance with the D. Decree Law 196/03 on privacy.

Laboratory tests are performed by medical and technical personnel in accordance with its responsibilities and duties.

## **TIPS AND USEFUL INFORMATION**

### **DIALYSIS**

Why do I need dialysis?

#### **Dialysis helps you:**

- Replace the purifying function of the kidney
- Keep under control the fluid balance and blood pressure
- Reduce phosphorus and other waste from the blood

#### **What should I do?**

- Do not skip any dialysis sessions
- Do not leave too soon the Department of Dialysis

### **DIET**

#### **What should I do?**

- Ask your nephrologist to recommend a diet for you
- Program the diet in order to keep at home the right kind of food
- Give yourself some goodies from time to time, to help you better respect the diet

### **THE PHOSPHORUS**

#### **What is phosphorus?**

Phosphorus (P) is a mineral. The bones of the human body contains high levels of phosphorus. Just like bricks and cement create a solid wall, so the phosphorus and calcium create strong bones and strong teeth.

How does phosphorus enter the body?

Phosphorus is absorbed by the body through food.

Food that contain phosphorus are:

- meat

- dairy products like cheese, butter, milk and ice cream
- some types of fish
- dried fruit

### **CALCIUM**

#### **What is calcium?**

Calcium (Ca) is a mineral, also present in bones and teeth.

In correct amounts, calcium helps keep bones and strong and healthy teeth.

#### **How does calcium enter the body?**

You can absorb calcium from:

- liquid used for dialysis
- food
- medicines containing calcium

### **Keep balance of phosphorus and calcium in your body**

#### **Why is it important to maintain a balance?**

Calcium and phosphorus work together to maintain healthy bones, teeth, heart and blood vessels.

When levels of calcium and phosphorus become excessive they can cause serious health problems.

The first signs of excess of phosphorus are itchy skin and redness of the eyes.

A lack of control of phosphorus and calcium levels can also cause bone problems.

In fact, bones can weaken, become brittle and fracture more easily.

Excess of phosphorus can cause high production of parathyroid hormone (PTH) by parathyroid and you can risk the removal of these glands.

#### **The control of phosphorus is a group effort.**

Remember: you are an integral part of the team that takes care and controls your phosphorus. Actually, you're the key component, then:

- follow the diet
- follow the doctor's prescription for dialysis
- get the bonding prescribed by your doctor

Finally, it is recommended to consult your doctor for an answer to any question or doubt.