



Mount
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Dialysis Center Patient Outreach Preparedness Training Program

Dialysis Care During COVID-19

- Dialysis patients are included in the population with chronic health conditions and are at increased risk of complications from COVID-19.
- Dialysis patients should not stop their treatment during the COVID-19 outbreak.
 - You can still get your dialysis treatment if you have COVID-19.
 - Be prepared to receive treatment at a different time or location if you have tested positive for COVID-19 or are still waiting for a test result.
 - This separation from other patients is to protect others and not meant to be discriminatory in any way.
 - Expect physical distancing, mask compliance, sanitizing stations, and screening for recent symptoms during your dialysis treatment.
 - Pack hand sanitizer and use it frequently.
- If you are experiencing any respiratory symptoms, you should call the center ahead of your treatment to let them know.
- To lower your risk of contracting COVID-19 (or any disease during a pandemic):
 - Stay home whenever possible.
 - Call your providers to discuss rescheduling your appointments or using video visits instead.
 - Practice physical distancing, staying at least 6 feet away from others.
 - Wash your hands often, for at least 20 seconds at a time, with soap and water.
 - Wear a mask in public.
- If you have to miss dialysis, call your nephrologist _____ at _____ and/or your dietician _____ at _____ to discuss if you should be following a restricted diet.
 - Make sure to have dialysis friendly foods on hand and familiarize yourself with any dietary restrictions.
- If you are struggling with anxiety and/or depression, contact your social worker _____ at _____ to discuss managing your mental health.
 - If you cannot reach your regular providers and need to speak to someone urgently, call the hotline at 800-273-8255.
- Explore take-out options, keeping your special kidney diet in mind.
- Try to limit the use of public transportation. Utilize non-emergency medical transportation, taxis, or private vehicles to limit your exposure to COVID-19.



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Steps to Follow When an Event Begins

1. Check your emergency kit.
 - Locate your prepared emergency bag packed with essential items.
 - Replace any expired items.
 - Make sure your bag includes your 3-day emergency diet plan, a list of your medications with at least a 3-day supply of each, and important contact numbers, including your nephrologist, your regular dialysis center, and another dialysis center near your home.
2. Call your dialysis center to confirm they have your current phone number and address in case they need to contact you.
3. Make sure you have an adequate supply of food and make safe arrangements to buy groceries, if needed
4. Stay inside, if possible, and listen to emergency broadcasts for information about emergency events.
5. Be aware of/plan your evacuation route and transportation options for evacuating.
6. If you must go to a shelter, inform a staff member of your dialysis type and schedule and other medical needs.
7. Contact your social worker or other support staff to discuss any concerns.
8. Contact your water and power companies to restore service, if necessary.
 - Be sure to tell them you are a dialysis patient.
9. Wear your medical ID bracelet.
10. Update your emergency information on your mobile phone.
11. Evaluate your situation and identify any items you cannot live without for the next 2-3 days. Arrange with a family member, friend, or neighbor to obtain those items.
12. If you need immediate assistance regarding your dialysis care, call the IPRO patient support line at 516-209-5626.

For Home Patients:

1. Call your nephrologist to check in and make sure they have your contact information.
2. Identify any gaps of knowledge with self-care during a disaster and seek advice from your healthcare provider.
3. Ask your home dialysis coordinator about backup plans regarding preserving home dialysis supplies.
4. Ask your home dialysis coordinator about supply delivery plans and if contactless delivery is necessary.
 - a. If you are unable to lift anything heavy due to a peritoneal dialysis catheter or another reason, call your dialysis staff for suggestions.
5. Wear adequate personal protective equipment and maintain social distancing when in proximity to other people.
6. Determine who can help with treatments if you or your caregivers become sick.
7. Finalize your plans for staying in touch with friends and loved ones by phone or email.



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Coronavirus (COVID-19) Resources for Dialysis Patients

General Information:

Where to Find Credible Information about COVID-19

<https://network2.esrd.ipro.org/wp-content/uploads/sites/3/2020/04/ncccridibleresources508.pdf>

Dialysis Transportation Safety Tips

https://network2.esrd.ipro.org/wp-content/uploads/sites/3/2020/02/NW2-COVID-19-Transportation-Tips_V5.pdf

Reminders about COVID-19 for Individuals on Dialysis

https://network2.esrd.ipro.org/wp-content/uploads/sites/3/2020/02/NW2-COVID-19-Patient-Flyer_V4.pdf

People at Increased Risk and Other People Who Need to Take Extra Precautions

https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fpeople-at-increased-risk.html

Taking Care of Your Behavioral Health

<https://network2.esrd.ipro.org/wp-content/uploads/sites/3/2016/11/Take-Care-of-Your-Behavioal-Health-Tips-for-Social-Distancing-Quarantine-and-Isolation-During-an-Infection-Disease-Outbreak-1.pdf>

Useful CDC (Centers for Disease Control and Prevention) Links:

COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Disaster Resources: https://www.cdc.gov/disasters/disaster_resources.html

Dialysis Safety: <https://www.cdc.gov/dialysis/>

Coping with Stress: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

Other Resources:

Access-A-Ride
877-337-2017 (NYC)
718-393-4999 (Outside NYC)
<https://new.mta.info/accessibility/paratransit>

American Kidney Fund
1-866-300-2900
<https://www.kidneyfund.org/financial-assistance/disaster-preparedness.html>

American Red Cross
1-800-733-2767
<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/coronavirus-safety/preparing-for-disaster-during-covid-19.html>

ASPCA
1-212-876-7700 (New York Office)
<http://www.aspca.org/pet-care/general-pet-care/disaster-preparedness>

Con Edison
1-800-752-6633
<https://www.coned.com/en/accounts-billing/payment-plans-assistance/special-services>

IPRO ESRD Network of New York
800-238-3773
<https://network2.esrd.ipro.org/provider/patient-services/emergency-info/covid-19-patient-resources/>

National Kidney Foundation
855-653-2273
<https://www.kidney.org/contents/be-prepared-kidney-patient-prep-coronavirus>

NYC Department of Health and Mental Hygiene
<https://www1.nyc.gov/site/doh/covid/covid-19-main.page>

NYC General Information
311
<https://portal.311.nyc.gov/>

NYC Emergency Management
<https://www1.nyc.gov/site/em/ready/plan-hazards.page>

NYC Mayor's Office for People with Disabilities
<https://www1.nyc.gov/site/mopd/index.page>

New York State Department of Health
<https://coronavirus.health.ny.gov/home>

Contact your social worker for additional resources and specific questions.