



SOCIAL WORK NEWSLETTER

March 2019

Wound Care & Hyperbaric Medicine

St. Mary's Medical Center has a wound care center with a hyperbaric chamber for accelerated healing. If you are having issues with a wound healing talk to your doctor about referring you to the Center for Wound Care and Hyperbaric Medicine. It is located at 16077 Kamana Road in Apple Valley. Phone (760) 242-2111, Fax: (760) 242-6746.

If you have straight Medicare, you can self refer to the clinic and be evaluated by a physician there.

Health Insurance Premium Payment

The American Kidney Fund has a grant to assist patients in paying for health insurance premiums.

- 1) Premiums are **not** automatically deducted from your social security.
- 2) After your basic bills are paid, you have less than \$500 left over.
- 3) You have no liquid assets over \$3000 that could be used to pay the premium.

Please talk to your social worker if you meet these three requirements.

Travelling on Dialysis

If you are travelling out of area, please notify your social worker as soon as possible to arrange dialysis while you are travelling. Social Workers need at minimum 2 weeks of notice, prefer a 1 month notice or longer. The more notice given, the more likely that travel arrangements can be made in time for your travel.

AKF Safety Net Grant

The AKF Safety Net comes and goes, and right now they are accepting applications. This is a \$100 per year grant to reimburse patients with uncovered medical costs including transportation costs. It is an income qualified program. Talk to your social worker to see if you would qualify.

Community Action Partnership of San Bernardino

A comprehensive program to help low income persons in need. They have a weatherization program, food donations, and utility/rental assistance. Contact their office at (909) 723-1500.

Patient's Rights and Responsibilities

We advise all persons to know their rights and responsibilities on dialysis. Your rights and responsibilities are posted on the bulletin boards in English and Spanish. They are given to each person upon admission to Desert Cities Dialysis. **KNOW YOUR RIGHTS & YOUR RESPONSIBILITIES.**

Get Involved in YOUR Care Conference

Your dialysis team includes your Nephrologist, nurse, dietitian and social worker. They want to meet with you at least yearly to discuss your health and dialysis treatments. Attend it, this meeting is important for your care.

Incontinence and Wound Supplies

If you require briefs, pads, gauze, or other supplies they may be covered by your insurance. Call SHIELD 1-800 765-8775 to see if the supplies are covered.





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Your dialysis clinic has contracted with an outside agency, RMS Healthcare, to conduct ANONYMOUS quality assurance surveys. **YOUR FEEDBACK MATTERS, PLEASE COMPLETE THE SURVEY**, it is used to implement changes to improve your quality of care.

Remember the DCD pledge:**We Will ALWAYS:**

Always Listen Carefully to You and Your Concerns

Always Explain What We Are Doing and Answer Your Questions

Always Show You We Care About and Respect You

Always Respect Your Privacy and Confidentiality

Always Spend as Much Time as We Are Able To

Always Make You as Comfortable as Possible

Always Insert Needles as Painless as Possible

Always Monitor Your Safety During Dialysis Treatments

Always Respect Your Time and Try to Start Your Dialysis Promptly

Always Keep a Clean and Sanitary Center

Always Dress and Behave in a Professional Manner

Always Involve You in Care Decisions and Treatment Options

Always Ensure You Know Your Rights and Respect Them

Always Try Our Best to Communicate With Your Doctors

Always Address any Concerns You May Have



PATIENTS, YOU MAY RECEIVE A SURVEY BY PHONE OR MAIL

In an effort to obtain feedback about the care you received in this dialysis center, we have contracted with RMS Healthcare to survey our patients.

Should you receive a survey in the mail, please take the time to complete it and return it in the postage paid envelope.

Questions? Call RMS line at: 866-567-5422

USTED PUEDE RECIBIR UNA ENCUESTA POR CORREO O TELÉFONO

En un esfuerzo a obtener realimentación acerca los cuidados han recibido de el centro de diálisis, hemos contratado com RMS Healthcare a dar una encuesta a los pacientes.

En el caso de recibe una encuesta por correo por favor toma el tiempo a completar la encuesta y regresarla en el sobre de carta con franqueo pagado.

Preguntas? RMS: 866-567-5422
