

When to Call the Unit and What to Expect

If you have any dialysis concerns about your child while you are at home, please feel free to contact the dialysis unit for assistance. Keep in mind that a doctor or nurse practitioner may not always be available to return your call. Along with this, different requests and concerns vary in urgency. Please refer to this grid so you can have expectations of when to hear back from the unit.

911 Calls

If your child experiences any of these symptoms, call 911. Once stable, please notify the dialysis unit:

- Difficult to arouse
- Mental status changes / not behaving normally
- Loss of consciousness
- Seizure

Immediate response calls

Anticipate a response within 2 hours:

- Severe dehydration or low blood pressure (systolic blood pressure less than 80 or symptoms of dizziness, lightheadedness, sweating)
- Severe fluid overload (high blood pressure, rapid heart rate, difficulty breathing)
- Fever

Urgent calls

Anticipate a response within the next 24 hours:

- Persistent SBP over goal, including before blood pressure medication administration

- Blood pressure medication questions
- Mild fluid overload symptoms (puffiness, swelling)
 - It is normal for your child to occasionally experience some cramping and headaches after their hemodialysis treatment. These symptoms can appear with fluid shifts and symptoms may remain for several hours after treatment.

Routine calls

Anticipate a response in 24-72 hours (depending on the day of the week):

- Scheduling questions
- Dry weight change concerns
- Questions for school teacher, dietician, or social worker (we do understand that some contact with social work or dietary may be considered urgent, so please let us know so we can triage or prioritize appropriately)

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