



KCER: KIDNEY COMMUNITY EMERGENCY RESPONSE COALITION

Pandemic Preparedness: Most Important Things to Know

Dialysis Patients:

- Know the plan at your dialysis clinic. Ask questions and get answers for any concerns or unclear issues.
- Know your responsibilities at home (transportation, diet and medication supplies, etc). Have a 2-week supply of medications, food, water, medication (see pandemic patient checklist at www.kcercoalition.com). Realize that dialysis providers can control some things but not all, depending on the availability of local community resources.
- Know where to get reliable information: KCER hotline, dialysis clinic and your local county department of health. Keep a list of important phone numbers.
- Practice good hygiene habits, including hand-washing and coughing into your arm.
- Ask someone from outside your home to check on you in case of an emergency.

Dialysis Providers:

- Have a plan and communicate it. Communicate relevant issues to patients.
- Educate staff about their personal responsibility to take care of themselves and their loved ones.
- Build a communication system to provide the latest, reliable information.
- Actively plan with local health department, emergency management, and other authorities.
- Build staff comfort and confidence in coming to work. Provide cross-training for tasks that may be able to be done by multiple people.
- Know where to get information: KCER hotline, KCER listserv, company and community contacts.
- Practice good hygiene habits, and use universal infection control precautions.

The toll-free Emergency Hotline for patients and dialysis providers is 888-33-KIDNEY (888-335-4363). During non-emergency times, a recorded message is available.

KCER Hotline: The KCER Coalition may host conference calls for national emergencies and large disasters. Notices and dial-in information will be posted at www.kcercoalition.com and on the KCER Hotline. **The KCER Hotline is 866-901-ESRD (866-901-3773).** During non-emergency times, a recorded message is available.