

# My Treatment: Working with My Care Team

Whether you do dialysis at home or go to a clinic, working with your care team is very important. Because you spend many hours at the dialysis clinic, it is important that you feel safe and comfortable during your treatments. Good communication, a positive attitude and clear boundaries are keys to working well with your care team.

## Good Communication

Communication is about making a connection with someone. It includes:



All people have a past that helps make them who they are. Age, race, culture, religion and education are just a few differences people may have. However, sometimes these differences can interfere with good communication. Everyone has their own way of dealing with other people at home, work, in the community. Staff and patients will also have different ways of communicating, too. So it is important to be respectful of people's differences and to be open, accepting and willing to share how to best work with you.

It is not just what you say,  
it is how you say it and what you do.

- |   |  |
|---|--|
|  Tone of Voice           |  Gestures           |
|  Touch                   |  Eye Contact        |
|  Body Language (posture) |  Facial Expressions |

Good communicators follow the Golden Rule:

## Treat Others as You Want to Be Treated

- Be friendly (a cheerful hello and a nice smile)
- Be polite (know when to say please, thank you and excuse me)
- Be honest
- Be thoughtful (be a good listener, be patient, be on time)
- Be kind
- Cooperate (co-operate = to work well together)

## Positive Attitude

Our attitude affects how we communicate with other people. A positive attitude helps us talk and act well with others. A positive attitude may not fix every problem, but it helps us find solutions together.

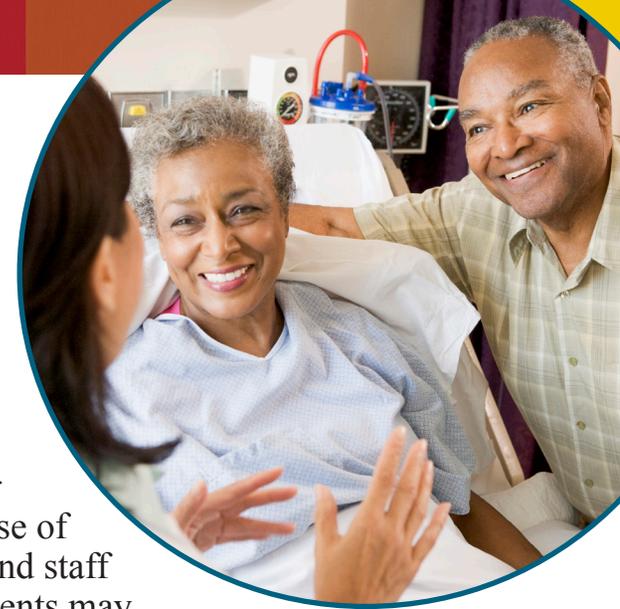
- A**lways sees the good in a situation
- T**ries to find solutions to problems
- T**akes time to appreciate the little things
- I**s happy with what he/she has
- T**akes responsibility for his/her actions
- U**nderstands the need to listen to other people
- D**oes not complain often
- E**njoys life

## Clear Boundaries

The dialysis clinic is different from many other health care settings because of how much time patients and staff spend together. Some patients may spend more time at the clinic than they do with their own family. Because patients and staff see each other so often, sometimes they can become too close, which may lead to problems. Clinic staff have professional limits they need to keep while working with you. Staff should avoid:

- Sharing personal or work problems
- Becoming friends with patients
- Having a romantic relationship with a patient
- Accepting or giving gifts

Having clear boundaries are important to make sure all patients receive equal treatment.



## My Questions

### Ask Your Care Team:

- Who can I talk to in the clinic if I'm having trouble working with staff?
- If I want to say thank you to staff, what is good way to show my thanks?