

# Holistic Patients Care

As part of its care spectrum, KDF adopts a comprehensive approach towards patients care, which encompasses quality treatment, regular reviews, continuous education, and addressing psychosocial needs.

## Patient Orientation and Education

Upon qualifying for the programme, all new patients are educated on their treatment and the dialysis process by nursing personnel. A patient handbook comprising all the necessary information is distributed to all patients. On a periodic basis, patients are also educated by the primary nurse and dietician on their medication and dietary compliance.

## Clinical Care and Regular Reviews

KDF dialysis centres are supported by a group of nephrologists from restructured hospitals and the private sector. Medical reviews of patients are conducted monthly and special arrangements are made with family physicians working in the vicinity of KDF dialysis centres for urgent medical cover, should the need arise.

KDF's Bishan and Ghim Moh dialysis centres are directly managed by the Foundation. Professional teams of nurses from an external service provider operates its San Wang Wu Ti — KDF dialysis centre, in accordance with the medical and nursing protocols established by KDF.

## Hepatitis B Core Screening for Patients

To enhance patients' protection against the Hepatitis B virus (HBV), KDF initiated Hepatitis B core screening for patients. In FY20/21, 51% of KDF patients, who were HBsAg (surface antigen of Hepatitis B virus) negative and whose Anti-HBs (Hepatitis B antibodies) were less than 100, were screened to identify any possible occult Hepatitis B infection, which may be a potential cause of infection.

## Psychosocial Support

To facilitate continuous learning and create opportunities for socialising and mutual bonding, KDF organises at least two patient outings events yearly, with the aim of enabling patients and their families to interact with one another and also gain necessary knowledge through seminars to better manage their care.

Due to the outbreak of the COVID-19 pandemic, the Patient Education Seminar and Outings have been cancelled for the year of 20/21.

By checking in regularly with our beneficiaries, KDF helps to connect

them with various organisations such as Meals On Wheels to care for their wellbeing. Patients are also referred to avenues for government assistance such as daycare arrangements, as well as financial support.

Continuing the practice of giving away festive vouchers every year each patient dialysing at the 3 centres receives a supermarket (NTUC Fairprice) voucher from KDF once a year. The vouchers are distributed by our social workers in accordance to the patient's religious conviction or race during the local major festive seasons - Chinese New Year, Hari Raya Aidifitri, Deepavali and Christmas.



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