



17th Congress of the
International Society for Peritoneal Dialysis
VANCOUVER, CANADA | MAY 5-8, 2018

Making the PD Clinic Better

- A Patient's Perspective

Disclaimer

- The Speaker – Chris Coello does certify that there is NO affiliation with or involvement in any organization or entity with any financial interest (such as honoraria; educational grants; participation in speakers' bureaus; membership, employment, consultancies, stock ownership, or other equity interest; and expert testimony or patent-licensing arrangements) in the material presented
- Chris Coello is a Peritoneal Dialysis Patient and the opinions expressed are his own and do not reflect the official opinion of any organization.

Introduction & Speaker History



- Married with four boys
- Work in the telecommunications industry, have had strategic roles to begin a social media outreach for a large Canadian Telecom, Trained in Lean Six Sigma Green Belt, Operational Manager of a department of internal support technical staff.
- CKD Patient since 2004 – SLE Nephritis
- PD Patient since July 2017



@POCOELLO



www.linkedin.com/in/chriscoello

Discussion Agenda



What I Have Appreciated



Opportunities



Standardization vs Customization



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What Patients Say

"Know your patient. My clinic has a lot of under-educated, functionally illiterate and just plain ignorant people. It's easy for clinic personnel to forget that every patient is not the common denominator."

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"The dietitians, nurses and doctors need to remember,

that not everything is

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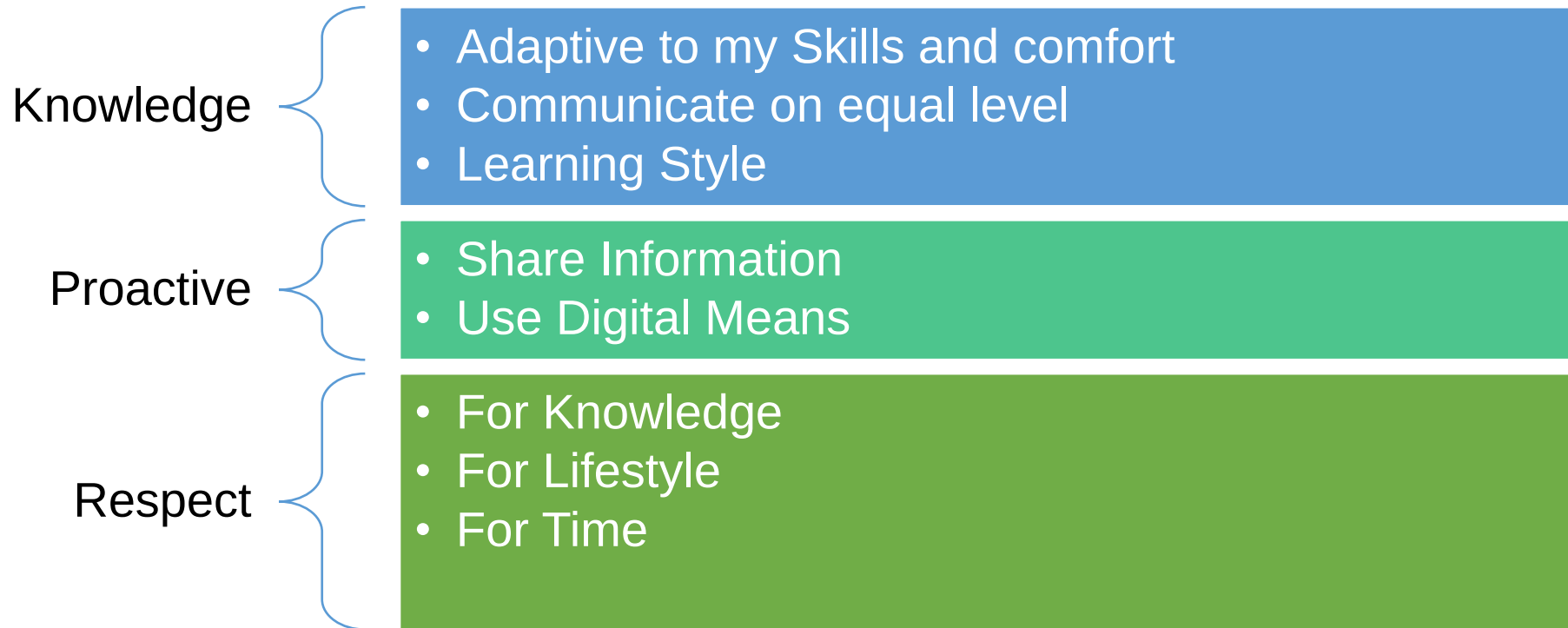
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verts back to
knowing your patients."*



What I Have Appreciated



Opportunities

Face to Face

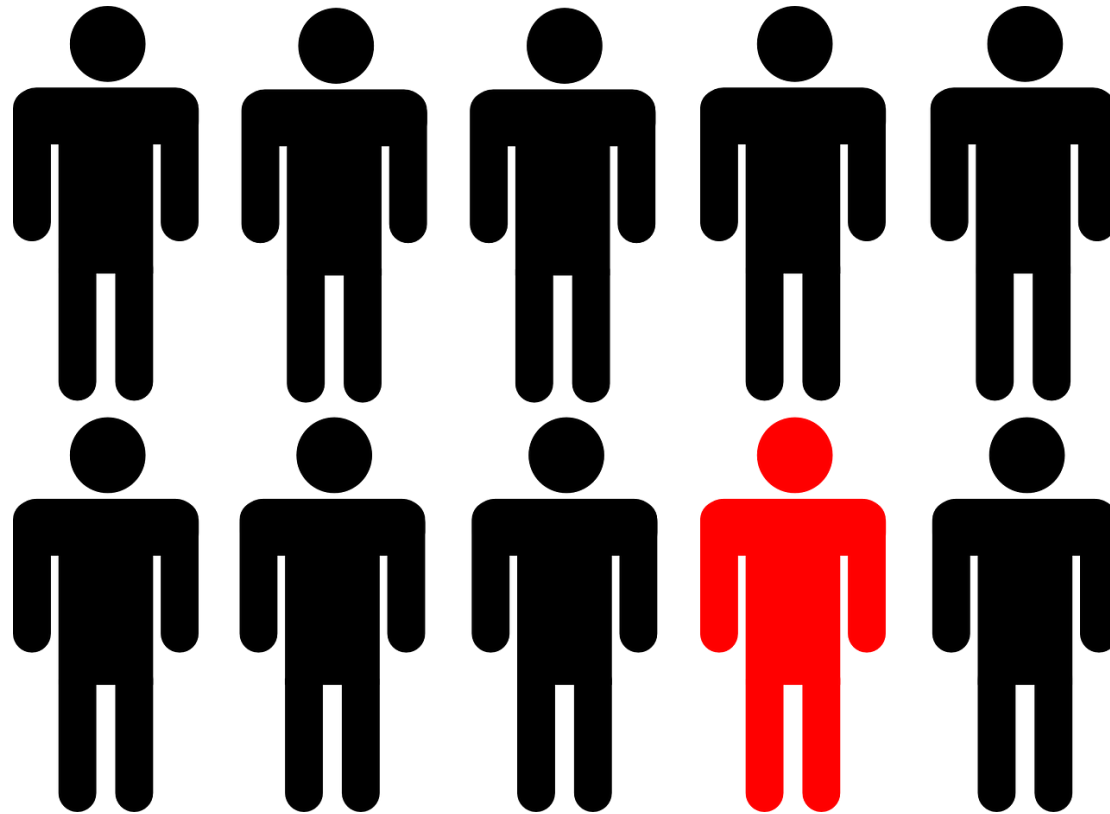
Digital Communication

Pre Clinic Prep

Time Utilization



Standardization vs Customization



Can a Standard model be a starting place?

Approach needs to change to meet ideal outcomes for everyone

Factors include Technical Abilities, History, Support Resources, Communication Abilities



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Discussion