Shaping Tomorrow's Nephrology: Insight-Driven Kidney Care
KSN 2026 SEOUL, KOREA
The 46th Annual Meeting of the Korean Society of Nephrology
THE KOREAN SOCIETY OF NEPHROLOGY
Jun 11 (Thu) – 14 (Sun), 2026
COEX, Seoul, Korea

Abstract Type : Poster exhibition
Abstract Submission No.: A-0118
Abstract Topic : Dialysis

Operational Design for Safe Acceptance of Patient-Initiated Travel Dialysis: Demand and Workload Analysis from Two Clinics

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Objectives : Travel dialysis is often requested directly by patients, and pre-visit confirmation can increase workload. We summarized the workflow at two affiliated clinics in Tokyo and assessed demand characteristics and workload.
Methods : We retrospectively reviewed travel-dialysis records from the Ikebukuro and Oji clinics (Tokyo) between March 2023 and February 2026. We summarized patients and sessions, mean monthly volume, start-time bands (morning ≤11:59; afternoon 12:00–16:00; evening ≥16:01), day-of-week distribution, and country profiles. Repeat use was defined as dialysis again after ≥31 days. Email round trips were counted per patient in 12 cases with complete correspondence.
Results : Ninety-seven patients received 246 sessions (Ikebukuro 78; Oji 168). Mean age was 50.3±13.6 years; 62.5% were male. Monthly mean volume was highest in December (16.3), followed by May (10.3) and January (9.0). Starts were mainly morning (164/246, 66.7%), with 42/246 (17.1%) afternoon and 40/246 (16.3%) evening; distribution was roughly even Monday–Saturday. Taiwan had the most patients (33). Singapore had the most sessions (44); Korea accounted for 5 patients and 12 sessions. Repeat use occurred in 24 patients (24.7%); maximum sessions per patient was 10. Of 298 scheduled sessions, 37 (12.4%) were cancelled. Mean email round trips (n=12) were 10.8 (median 9.5).
Conclusions : Demand was concentrated in the morning and showed seasonality, country differences, and repeat use, indicating the need for time-band allocation and peak-season readiness. Pre-visit confirmation may require multiple exchanges because patients' understanding and the completeness of overseas medical information vary. Standardized patient-facing documents and checklists may reduce missing information and stabilize safe acceptance. These demand and workload indicators support operational design for safe and sustainable travel dialysis at urban clinics.