Abstract
This study analyzes the factors, which from the perspective of the health team and users, hinder the implementation of integrality in care provided by a dialysis facility. This qualitative study collected data through semi-structured interviews held with 16 health professionals and eight users from a university hospital in Rio Grande do Sul, Brazil. Data were analyzed through thematic content analysis. Among the factors that hinder the implementation of integrality in hemodialysis care, the following were highlighted: a deficient service network, delay in accessing diagnostic exams and consultations with specialists, and a reduced number of professionals in the support team. The conclusion is that the health services network needs to be expanded and an effective interface between such networks and dialysis services needs to be established in order to overcome the reported difficulties and contribute to the implementation of integrality in dialysis care.

Keywords
Dialysis Units, Hospital, Health Services Needs and Demand, Comprehensive Health Care.