Booklet 9
Ordering Your Peritoneal Dialysis (PD) Supplies

What you will learn:
• About your first supply and equipment order
• How to order your supplies
• What to do when your delivery arrives
• How to store your supplies
• What to do if something is wrong with your supply order or inventory
As you start your PD treatment, you may have questions about how to order your supplies. To help guide you through the order and delivery process, Baxter has put together the following resources that you can refer to at any time:

• This booklet: This booklet provides an overview of your supply order and delivery process.

• *Managing Your PD Supplies at Home:* This booklet provides detailed information to help you with all aspects of managing your PD supplies, including ordering, delivery, storage, waste disposal, and travel.

• www.pdempowers.com: This site provides answers to common questions about supply ordering and delivery and additional information to help make ordering supplies easier for you.
Your First Supply and Equipment Order

According to the type of therapy you will be performing, your dialysis center has determined your supply order. It is based on the PD therapy prescription that your doctor ordered. Your PD nurse will provide you with a list of supplies that have been ordered for your first delivery.

What to expect for your first order:

• For your first order, your dialysis unit will contact Baxter HomeCare Services and place the order for you. Your PD nurse will train you on how to place future orders yourself.
• Your first delivery may be the largest you will receive and may include:
  – 30–60 cases, weighing approximately 25–35 pounds and average size of 16 1/2” x 11 3/8”
  – Dialysis machine
  – Blood pressure cuff
  – IV pole
  – Scale
  – Tubing sets and other disposable products
Ordering Your Supplies

For all future orders, you will need to order your supplies. Be sure to read the section on ordering in the Managing Your PD Supplies at Home booklet.

Follow the instructions in the checklist below. They can help you the first time you place an order.

☐ Use the delivery schedule that you receive from Baxter to see when you need to place your order and when your order will be delivered.

☐ Place your order at least **10 business days** before your scheduled delivery date, or use the order date on your calendar.

☐ Before calling Baxter to place a supply order, complete your inventory form with the following information:
  - The date your supplies were counted
  - The total number of unopened boxes of solution, including reserve boxes
  - The total number of unopened boxes of items such as tubing sets and caps
  - The description and number of other supplies not listed such as tape, gauze, masks, etc.

☐ When you are ready with the above information, **call Baxter at 1-800-284-4060**. You will speak with a Baxter HomeCare Services Representative (HCSR) who will take your supply order over the phone. Use your inventory form to help you place your order.

☐ When your delivery date approaches, you will get an automated pre-delivery phone call from HomeCare Services to give you information on when the delivery will be made. If you will not be home during the delivery time, call Baxter to let them know.

It is important to keep track of your supplies and your use of dialysis solution. If you need emergency supplies or you will run out of supplies before your next delivery call your PD Nurse. **Be aware that ordering additional supplies outside of the normal timeframes for ordering may lead to unwanted charges and fees.**

Baxter Empowers.
When Your Delivery Arrives

On your scheduled delivery date, a Baxter Service Specialist will come to your home to deliver your supplies. For the safety of the Service Specialist, please ensure there is a clear path (free of ice, snow, debris, etc.) from the street into the residence entrance.

You can expect that they will:
• Bring supplies into your home
• Rotate the boxes on request (based on expiration date and product usage)
• Ask for your signature after the delivery has been checked by you and the Service Specialist

Check your delivery

Use the packing list to be sure your delivery is correct, checking:
• Number of cases
• Solution strength
• Other supplies, such as gauze, masks, etc.

Also check your cases for:
• Damage, including holes
• Wrapping and sealing of sterile supplies
• Expiration date has not passed

If any part of your delivery is incorrect or boxes are damaged, refuse the portion that is incorrect and call your PD Nurse or Baxter.

How to Store Your Supplies

• Store your supplies in a clean, dry area.
• Store at room temperature, avoiding extreme heat or cold.
• Keep supplies in the original cartons.
• Keep away from pets, insects, and rodents.
• Place the oldest supplies in front so you use them first (if your supplies are delivered by a Service Specialist, you can ask that your supplies be rotated).
• Do not store supplies outside (sheds or garages may be acceptable).

It's important to keep track of your supplies and your use of dialysis solution. Your nurse should alert Baxter if there has been a change in your prescription. If you have questions about your supplies, call your PD nurse before using.

Baxter Empowers.
What to Do If Something Is Wrong with Your Supply Order or Inventory

Always have your dialysis clinic’s phone number close by in case anything is wrong with your supplies.

Dialysis clinic phone number:  

What to do if your inventory is too low

**Problem:** I’m going to run out of supplies before my next delivery.

**Action:** Call your PD nurse, as directed.

What to do if your delivery was incorrect

**Problem:** The ordered or delivered supplies, PD solution, volume, or dextrose concentration was incorrect or was not part of my order.

**Action:** Refuse the portion of the delivery that was wrong
Call your PD nurse or Baxter at 1-800-284-4060, as directed.

**Problem:** The inventory count on my last order was wrong, or my delivery was short of supplies.

**Action:** Call your PD nurse or Baxter at 1-800-284-4060, as directed.
New Words

**HomeCare Services**
Baxter’s order and delivery service team.

**HomeCare Services Representative**
The Baxter employee who takes your supply order over the phone.

**Baxter Service Specialist**
The Baxter employee who makes deliveries and rotates supplies in your home.

**Inventory form**
A form to help you record your remaining supplies before you place a supply order.
PD Training: Patient Training Self-test

Ordering Your Peritoneal Dialysis (PD) Supplies

1. What information is included in the booklet “Managing Your PD Supplies at Home”?
   a. Ordering  
   b. Delivery  
   c. Storage  
   d. Waste Disposal  
   e. All of the above

2. Your dialysis unit will place your first supply order.
   True  False

3. How do you know when your delivery will arrive?
   a. This information is on the delivery schedule from Baxter  
   b. An automated pre-delivery phone call from HomeCare Services will tell you this information  
   c. All of the above

4. Your mailman will deliver your supplies to the front door of your home.
   True  False

5. When your delivery arrives, use the packing list to check your supplies to be sure your delivery is correct.
   True  False

6. When your delivery arrives, what should you check your cases for?
   a. Damage, including holes  
   b. Wrapping and sealing of sterile supplies  
   c. Expiration date has not passed  
   d. All of the above

7. Store your supplies in a clean, dry room that is away from pets, insects, rodents, and extreme heat or cold.
   True  False

8. Place the newest supplies in front of the older ones in your supply storage area.
   True  False

9. It is important to keep track of your supplies and dialysis solution.
   True  False

10. In which of the following situations should you call your PD nurse with questions about your supplies or equipment?
    a. If your last delivery was short of supplies  
    b. If you need emergency supplies  
    c. If the ordered or delivered supplies or solutions were incorrect or not part of your order  
    d. All of the above

Patient Signature: ____________________________

Date: ____________________________

Baxter Empowers.
PD Training: Patient Checklist

Ordering Your Peritoneal Dialysis (PD) Supplies

Patient Name: ________________________________________________________________

Person Trained: ______________________________________________________________

Relationship to Patient: ________________________________________________________

Completed by (Signature): ______________________ Date: ______________________

Patient Training/Retraining Checklist Instructions

• The Patient Training Checklist should be used to help track the patient’s progress while being trained, to refresh the learning of a current patient/caregiver or to retrain a returning patient.

• Place the date in the appropriate box as the patient verbalizes understanding of a topic or successfully completes a return demonstration of a procedure.

• If the topic is not applicable (N/A) to the patient, place the date in the N/A column.

• Use Notes section as needed to indicate future training needs.

Patient demonstrates or verbalizes understanding of: Yes No N/A

Information booklet on PD supplies

• “Managing Your PD Supplies at Home” booklet from Baxter HomeCare Services provides details on ordering, delivery, storage, disposal, travel, and support questions

• Keep the booklet and refer to it when you have questions

• Booklet has important phone numbers for contacting Baxter HomeCare Services

Baxter Empowers.
### Patient demonstrates or verbalizes understanding of:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
</table>

### First supply and equipment order

- Dialysis unit determines your supply order
- Dialysis unit places your first order of supplies and equipment
- First order will be largest and may include:
  - Dialysis machine
  - Blood pressure cuff
  - Scale
  - 25 or more cases of PD solution
  - Tubing sets and other disposable products
  - IV pole

### Ordering your supplies

- Use delivery schedule to see when to place order and when order will be delivered
- Count and record the number of unopened boxes you have on hand
- Place order at least ten business days before scheduled delivery date
- Call Baxter HomeCare Services Representative and use inventory form to place order
- You will get pre-delivery phone call from HomeCare Services telling you the delivery date and time

### When your delivery arrives

- Baxter Service Specialist will:
  - Bring supplies into your home
  - Rotate boxes on request
  - Ask for your signature
### Check delivery

- Use the packing list to check that delivery is correct, noting:
  - Number of cases
  - Solution strength
  - Other supplies

### Also check supplies for:

- Holes or damage to cases
- Wrapping and sealing of sterile supplies
- Expiration date has not passed

### Emergency supplies

- If you need emergency supplies, call your PD nurse, as directed
- Ordering supplies outside your normal timeframes may add unwanted charges and fees

### How to store your supplies

- Store in clean, dry area
- Store at room temperature, avoiding extreme heat or cold
- Keep supplies in original cartons
- Keep away from pets, insects, rodents
- Place oldest supplies in front to use first
- If supplies are delivered by a Baxter Service Specialist, that employee will rotate supplies, upon request
- Do **not** store supplies outside (sheds or garages may be acceptable)
<table>
<thead>
<tr>
<th>Patient demonstrates or verbalizes understanding of:</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
</table>

**Issues with supply order and action to take**

- Supplies will run out before next delivery: Call your PD nurse, as directed
- Ordered or delivered supplies, PD solution volume, or dextrose concentration was incorrect or not part of your order: Refuse portion of delivery that was wrong: Call your PD nurse or Baxter, as directed
- Inventory count was wrong, or delivery was short of supplies: Call your PD nurse or Baxter, as directed

<table>
<thead>
<tr>
<th>Final Checks</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
</table>

Lesson reviewed
New words reviewed
Self-test completed

**Patient Signature:** ____________________________  **Date:** ____________________

**Notes**

*(If topic not completed or retraining required, specify reason. Procedure training may be documented if applicable.)*