Managing Your PD Supplies at Home

WHAT YOU WILL LEARN:
• How Baxter HOMECARE SERVICES can help you
• How to order supplies and prepare for their delivery
• How to prepare for travel with your supplies
• How to store and dispose of supplies
• Who to call for cycler support
• How to handle emergency evacuations

Baxter HOMECARE SERVICES
1.800.284.4060
Baxter's self-service options may help simplify ordering your home dialysis supplies.

Our Team is Your Team

Order Your Supplies Online

Please keep this booklet! You will find it a helpful reference now and in the future. HOMECARE SERVICES program offered by Baxter Healthcare Corporation is here to help you with your dialysis supply orders and deliveries.

HOMECARE SERVICES works closely with your dialysis clinic staff and you to:
• Set up your account and initial order
• Manage your ongoing home supply requirements
• Help coordinate delivery of supplies to your travel destination

Baxter Empowers.

Baxter Empowers.
Sharesource Patient Portal

- Order and manage your supplies online
- View your delivery calendar
- Place orders when it's convenient for you

Your First Supply Order

What is unique about my first order?
Your dialysis clinic determines your first supply order based on the PD therapy prescription that your doctor ordered.

Your first order may include:
- 30-60 cases, weighing approximately 25-35 pounds each and dimensions averaging 16-1/2” x 11-3/8”
- Automated PD cycler
- Blood pressure cuff
- IV pole
- Scale
- Tubing sets and other disposable products

Some of these items may be received directly from your dialysis clinic instead of through a delivery.

You can place your future orders online through the Sharesource Patient Portal, na.sharesource.com/patientportal.

Who will place my first order?
Your dialysis clinic will place your first dialysis supply order through a Baxter online tool or through HOMECARE SERVICES.

To register for the Sharesource Patient Portal, contact HOMECARE SERVICES. Once registered, visit na.sharesource.com/patientportal to place your orders.
Home Patient Inventory Form
Available on www.pdempowers.com/knowledge-center and in Spanish

The Home Patient inventory form provides spaces for you to record your current inventory of both dialysis solutions and other supplies.

The sample inventory form on this page explains the key fields to complete in preparation for your order.

Information you need to provide
1. The date your supplies were counted
2. The total number of unopened boxes of solution, including reserve boxes
3. The total number of unopened boxes of items such as tubing and caps
4. The description and number of other supplies not listed such as tape, gauze, masks, etc.

Please count and enter in the appropriate space below the number of full cases on hand and usage. Be sure to include your reserve stock in your count and to notify Baxter of any usage changes.

DIALYSIS SOLUTIONS

1L  1.5L  2L  2.5L  3L  5L  6L

ON HAND

YELLOW  1.5%
GREEN  2.5%
RED    4.0%
PURPLE 7.5%

SUPPLIES

- Drain Bags
- FlexiCap Disconnect Caps
- Drain Line Extensions
- MaxiCap Disconnect Caps
- Y-Sets
- Patient Extensions
- Cassettes

SUPPLIES SHOULD BE STORED IN THE FOLLOWING MANNER:
- At room temperature
- Avoid excessive heat or freezing
- Avoid insect/rodent infestation
- Avoid liquid contamination
- Store away from chemicals

To place your order, go to http://na.sharesource.com/ or call 1-800-284-4060

Home Patient Order and Delivery Schedule
Available on www.pdempowers.com/knowledge-center

How to read your Home Patient Order and Delivery Schedule
1. The Place Your Order On Date indicates when you should place your order. If the date falls on a holiday, you must place your order on the day before the holiday to avoid incurring a late fee.
2. Your delivery will be made between the Scheduled Delivery Window begin and end dates.
3. HOMECARE SERVICES may occasionally need to change your order and delivery schedule. Any updated schedule will be available on Baxter’s Sharesource Patient Portal or through your dialysis clinic.

Reordering your supplies
- Reorder your supplies every 4 weeks (28 days) via Baxter’s Sharesource Patient Portal. Use the Home Patient Order and Delivery Schedule shown to the right to determine by when you need to place your order and when your order will be delivered.
- Count and record the number of unopened boxes you have and your usage on the Home Patient inventory form (see pg. 6). Additional inventory forms are available on pdempowers.com/knowledge-center
- Place your order at least 5 business days before your scheduled delivery date or use the order date on your calendar.
- Refer to your inventory form to help you place your order.
- Depending on the supplies you’ll need and your dialysis regimen, prior to your scheduled delivery, you will receive an automated phone call notifying you of a 3-hour time window for your estimated delivery time.

Driver Alert
- Delivery information is available by text message or email via Driver Alert, which provides an estimated delivery time on the day of delivery.
- To sign up for Driver Alert at driveralert.baxter.com. You will need to enter your 8-digit account number (customer number). This number is located on your patient order, delivery calendar and packing slip.

A minimum of 5 business days lead time is required for regular scheduled orders that you place.
Routine Delivery Services

At the time of delivery, Baxter Service Specialists will request your signature. Please use the packing list to confirm the following before signing:

- The number of cases on the packing list matches the number of cases being delivered.
- The solution strength matches your prescription.
- All expected supplies are included. Some supplies may be delivered separately.

What should I expect on delivery day?

Most of your deliveries will be made by a Baxter Service Specialist who has been trained to understand the needs of dialysis patients. Baxter Service Specialists will:

- Bring your supplies inside your home and place them in an acceptable location. (See page 10 for storage information.)
- Upon your request, rotate your supplies (based upon expiration date and product usage).
- Complete the HOMECARE SERVICES quality process to ensure the supplies you ordered are the supplies that are delivered.

Commercial carrier deliveries

There will be times when your supply order may be delivered by an alternate delivery company, such as a commercial carrier, specifically orders of 5 cases or less.

- Please be aware that the commercial carriers we use have been advised of the special needs of our patients.
- However, many commercial carriers are not able to provide the same delivery services that Baxter Service Specialists typically provides to you.

Preparing for Your Deliveries

To prepare for your deliveries, keep the following in mind:

- A clear path for delivery is important. Help us keep Baxter Service Specialists safe during the winter season by providing a clear path from the street to the residence entrance.
- Floors, stairs, decks, porches, and railings should be in good structural condition and should not have rotten or missing boards in the delivery personnel’s path of travel.
- Please restrain all pets. Secure them in a separate room or find means of restraint other than holding them. This will keep our drivers AND your pets safe.
- Do not climb on the steps, ramp, or lift gate of delivery truck or let children play on or near them.
- Whenever possible, locate product storage in a space that will permit you and the specialist to safely lift and move about without twisting, stooping, or using an extended reach.
- A handcart is used to carry your supplies inside the home. The cart is designed so that it will not damage stair treads. Please arrange a travel path that will allow the use of the handcart.
- When using a closet to store product, ensure that the closet has enough empty space for the boxes to safely be delivered with the cart so that the driver doesn’t have to use their hands to finalize the delivery.
- If product rotation must occur, the product needs to be accessible so that the driver can use his hand cart for removing the older product.
- For the safety of Baxter Service Specialists, they are not allowed to hand carry product to reach the delivery point or remove their footwear.
- The HOMECARE SERVICES delivery trucks are approximately 18’–24’ long.

Before using any supplies, check your cases for:

- Damage, including holes
- Wrapping and sealing of sterile supplies
- Expiration date has not passed
- A packing slip that will list the contents of your package, expiration date, and quantity.

Supply Storage

Please store your supplies in the following manner:

✔ In the original unopened carton
✔ At room temperature to avoid excessive heat or freezing
✔ In a sanitary manner
✔ To avoid liquid contamination

DO:

• Protect your supplies from extreme temperatures, which affects product temperature.
• Store your supplies in an area to avoid insect and/or rodent infestation (e.g. roaches, spiders, ants, etc.).
• Use your oldest supplies first so you will always be using fresh product.
• Protect your supplies from contact with animals.

DON’T STORE SUPPLIES:

• Near your stove, furnace, radiator, or water heater.
• Next to pesticides, gasoline, cleaning supplies, or other chemicals.
• In direct sunlight.
• In the attic.
• Outside or in sheds/garages.

Supply Returns

What if I need to return supplies?

If you have supplies you need to return, advise your dialysis clinic, which will choose your best course of action and then contact HOMECARE SERVICES.

If authorized by your dialysis clinic, HOMECARE SERVICES will facilitate a pickup with your local warehouse the next time we are in your area. You will be notified the day before the pickup.

Please provide the following information when calling about supply pickup:

• The product code number or description and lot number that can be found on the solution bag or carton box.
• The total number of cases of each product code number you want picked up, along with the lot number for the product.
• The location of the product.

If your supplies do not meet the above criteria, please contact your dialysis clinic for further assistance.

Waste Disposal

How do I dispose of my dialysis waste?

• For patients utilizing Continuous Ambulatory Peritoneal Dialysis (CAPD), empty all fluids from dialysis solution bags and tubing into a toilet, then clamp or tie the tubing to prevent leakage.
• Some patients prefer dialysis treatment while they sleep at night. Oversized drain bags are available for this treatment. It is recommended that this bag be kept on a cart to aid in the transportation to the bathroom for disposal.
• Sometimes drain lines are used to transport the used dialysis solution from the patient to a drain for disposal. This drain line is usually set up in a bathtub, shower, or sink.
  ▪ Choose a drain option that is close to your bed, or area where you will be doing treatments.
  ▪ Choose a drain option where the flow will be downhill, not uphill.
  ▪ Be sure the drain is clean and free from hair or other debris.

How do I dispose of my dialysis supplies?

As with all waste generated at home, it is your responsibility to dispose of your dialysis waste materials. The following instructions will help with your disposal practices:

• Most dialysis materials can be placed in a plastic garbage bag, sealed tightly, and put in the household trash. Ask your dialysis clinic for instructions if you are not able to dispose of materials at home.
• Do not place plastic bags, tubing, or other dialysis waste in recycling containers.
• Do not throw away garbage in any dumpster or waste container other than your own.
• If a waste hauler refuses to pick up the waste materials, it is often due to lack of knowledge or information about home-generated waste. Talk with the waste hauler and provide them with a copy of this page, or contact your dialysis clinic for assistance.

How do I dispose of my dialysis waste?

How do I dispose of my dialysis supplies?
Hardware Support

Who do I call if I have questions or need assistance with my cycler?

Baxter is staffed 24 hours a day, 7 days a week with trained Operational Support Representatives available to answer any questions about the operation of your cycler. Please call 1.800.553.6898. This telephone number is also documented on your automated PD cycler. If one of our trained professionals determines that your cycler is not functioning properly, it will be replaced.

If your automated PD cycler needs to be repaired or replaced, Baxter will:

• Deliver a replacement cycler via next day delivery in most situations. (This does not apply to cruises and international travel.)

• Pick up your current machine at either the time of the machine swap or the next business day after the delivery of the replacement cycler. The Baxter representative will review the machine pickup process with you at the time of the swap.

• Provide you with a service order number to reference the discussion with the Baxter Operational Support Representative.

You are responsible for:

• Calling your dialysis nurse to arrange for your new machine to be programmed.

• Providing the Operational Support Representative with the serial number that is printed on your cycler.

• Packaging your current machine for pickup. The cycler packaging instructions are included in the replacement machine box.

What if I no longer need my cycler?

Baxter owns the cycler and rents them to your dialysis clinic. If you are no longer using your machine, please contact HOMECARE SERVICES at 1.800.284.4060 to arrange for pickup and return to Baxter.

For the cycler that is no longer needed, a box will be delivered to your home approximately 1 to 2 days ahead of your scheduled pickup day. Please pack your cycler in its case prior to your scheduled pickup time.

Travel Guidelines

Baxter Global Destination Services will help coordinate the delivery of your PD therapy products to your travel destination.

Before making definite travel arrangements:

• Talk to your PD nurse, about your travel plans and obtain their approval of your destination and length of time.

• Consult with one of our travel specialists, who will:
  – Discuss your destination and the timing of your trip.
  – Confirm that Baxter will be able to deliver your required supplies to your destination.
  – Contact your destination to inform them of your pending travel plans and requirements.
  – Make sure that your destination — whether it’s a hotel, cruise ship, or private residence — can receive and properly store your supplies prior to your arrival.

• Notify Global Destination Services regarding your dialysis supplies as soon as you consider domestic or international travel, because lead times, requirements, and fees can change at any time.

Baxter Global Destination Services will:

• Inform your dialysis clinic of your intent to travel and obtain approval from the clinic.

• Assist with calculation of product quantities.

• Provide a quote of the shipping and handling costs associated with your delivery.

• Place your order and arrange for delivery of your supplies to your destination.

• For international travel, provide a receipt of payment for your shipping and handling fees.

International Travel considerations:

• The slight variation in products across countries might require you to participate in short training sessions with your PD nurse prior to your departure.

• At some destinations, Baxter can only deliver to an airport. In that case we will inform you that the delivery site for your materials is an ‘airport only’ location. You will then need to make the arrangements to obtain your supplies from customs. We will provide the proof of delivery to the airport and it is your responsibility to coordinate pick up of your supplies with customs.

• Depending on your destination, electrical connections may vary. Global Destination Services will provide travel tips for items like power adapters.

• Ability to supply internationally is variable and subject to change.

• For international travel, Baxter provides a quote for the shipping and handling costs associated with your specific travel plans. Once you have paid for the costs in full, your travel order will be finalized.

• It may be helpful if you obtain a letter from your doctor that briefly explains how and why you dialyze. Carry this letter with you as you travel.

• It is recommended that you contact the U.S. consulate to confirm the procedure for customs clearance and advice on permits, duties or taxes that may be applicable to your supplies.

### International Travel

Most countries require a minimum 60 day lead time to request a travel order, some countries require a greater lead time. Please contact the Global Destinations team to inquire on the specific lead time required for your travel destination.

### Domestic Travel

Contact us at least 10 business days (Monday-Friday, not including Federal holidays) prior to travel.

*Alaska, Hawaii, and cruises originating from the U.S. require 60 business days notice prior to travel*
Emergency Evacuation Preparedness

Because you have special medical needs, it is important that you plan for emergency evacuations. Discuss this checklist with your clinician BEFORE an emergency occurs and personalize it to meet your own needs.

- Personalize this Emergency Evacuation Preparedness Checklist with your clinician.
- Contact HOMECARE SERVICES at 1.800.284.4060 to ensure that you have a Disaster Recovery Contact (DRC) (name and contact information) on record with Baxter. Discuss with your dialysis clinic a list of potential partner dialysis clinics that you may work with at your intended destination.
- Keep a list of important information on hand at all times and bring it with you in the event of an evacuation. Include the following:
  - Emergency contact information
  - Medical records
  - Insurance information
  - Prescription information
  - Identification
  - Emergency phone numbers
  - All other special needs supplies, such as canes, walkers, wheelchairs, hearing aids, batteries, and other necessary medical equipment.
- Understand your local area emergency evacuation shelter requirements and pre-register if required.
- Pre-plan more than one possible evacuation route and destination before the beginning of any potential necessary evacuation (such as a hurricane season).
- Keep foods/drinks on hand that meet your special dietary needs. These should be accessible to take with you, in the event of an emergency.
- Create an emergency dialysis kit to take with you. Discuss your emergency planning with your dialysis nurse and adjust your kit as recommended. It should include not only your automated PD cycler, but also:
  - An adequate supply of disconnect caps, cassettes, clamps, drain bags, face masks, hand sanitizer, etc.
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In the event of an emergency evacuation:

- Contact your dialysis clinic and physician as soon as possible to ensure your medical needs are met—be sure to give them your intended destination.
- Provide your evacuation destination and contact information to HOMECARE SERVICES. Place a travel order (if appropriate) that can be sent to your evacuation destination.

NOTE: If you are unsure of your final destination, notify HOMECARE SERVICES as soon as it is determined.

- If you plan to stay in a hotel, provide HOMECARE SERVICES with the name, address, and phone number of the hotel, along with the reservation number and the name under which the room has been reserved.
- If you plan to stay with family or friends at their residence, provide HOMECARE SERVICES with the name, address, and phone number of the residence, along with your estimated arrival date and time, and length of stay.

Once you have been advised it is safe to return home, contact HOMECARE SERVICES to give them your estimated arrival date and time.

Contact your dialysis clinic for:
- Information about payment for supplies
- How to use supplies
- All medical questions
- Approval for travel
- Approval for orders and returns
- Updates or changes to your prescription

You can:
- Change an order, or inquire about an existing order
- Report missing, incorrect, or damaged items
- Report concerns about the quality of a product
- Request a return for your automated PD cycler

If you require assistance outside of normal business hours, please contact your clinic or on-call nurse. In addition, Baxter offers assistance after regular business hours for emergency out of stock situations of your dialysis supplies. If your needs cannot wait until the next business day or your clinic or on-call nurse is not available, you may call Baxter at 1.800.284.4060.

Important Contact Information

You should always contact your dialysis clinic first for any questions and concerns.

For information about your regular scheduled orders, please refer to the Sharesource Patient Portal.

If you have any inquiries about your order, travel requests or off-schedule orders, contact HomeCare Services at 1.800.284.4060, 7:00 a.m. – 6:00 p.m. Central Standard Time.

Please advise HOMECARE SERVICES if you would prefer to communicate with Baxter in Spanish. Por favor avísale a su representante si prefiere comunicarse con Baxter en español.

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Need technical help?

Contact Global Technical Services at 1.800.553.6898 for 24-hour assistance with your automated PD cycler.

NURSE

Name: ____________________________

Phone: __________________________

PHYSICIAN

Name: ____________________________

Phone: __________________________

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