

HERE FOR TOTAL SUPPORT IN KIDNEY CARE: PREPARING FOR YOUR HOME DELIVERY

We are committed to supporting you every step of the kidney care journey. You are why Baxter has committed decades to building a substantive suite of products and services. As part of our service to you, we want to ensure that you have an optimal PD delivery experience with us.

When preparing for the delivery of your PD supplies, please follow these important steps:

- 1 Please restrain all pets, no matter how friendly
- 2 Secure them in a separate room
- 3 Use means of restraint other than holding them. This will keep everyone safe, including you, your pets and our drivers

Our Baxter Service Specialists are instructed not to deliver in the presence of any unrestrained animals which also includes strays and wildlife outside your home.



Here are some additional points to consider to ensure a more optimal home delivery experience:

- ✓ A clear path of delivery is important. Please help us keep our Baxter Service Specialists (drivers) safe during the winter season by providing a clear path (no ice, snow, debris, etc.) from the street to the residence entrance. Also, keep inside home pathways clear of debris.
- ✓ Floors, stairs, decks, porches and hand railings should be in good structural condition and should not have rotten or missing boards in the delivery personnel's path of travel.
- ✓ 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 Service Specialist to safely lift and move about without twisting, stooping or using an extended reach.
- ✓ Baxter's Service Specialist uses a handcart to carry your supplies inside the home. The cart used by Baxter is designed so that it will not damage stair treads. Please arrange a travel path that will allow the use of the handcart. Please do not follow the loaded handcart too closely and do not stand on or in front of staircases while the delivery personnel is going up and down the steps.
- ✓ There will be no deliveries made in which the Service Specialist must hand carry individual boxes. Supplies must be moved with the equipment.
- ✓ For safety purposes, Baxter's Service Specialists cannot remove footwear or wear shoe covers "booties" during the delivery process. Rugs, sheets, towels and tarps cannot be laid on the Service Specialists path. The only acceptable material that can be on the walk path is 3M adhesive film, available at most hardware stores.

If unrestrained animals are present, deliveries will not be made. Redelivery charges will be applied in these cases.



Baxter will do its best to accommodate your delivery requests, but we cannot guarantee delivery for a specific time or day. Please make arrangements to accept your delivery during the 3-hour delivery window or redelivery fees will apply. If you have any questions, please contact HomeCare Services at **1-800-284-4060**.



To learn more on how to prepare or what to expect during your home delivery, visit <https://pdempowers.com/patient/welcome-kit-new-pd-patients> or **scan the QR code** from your mobile device.