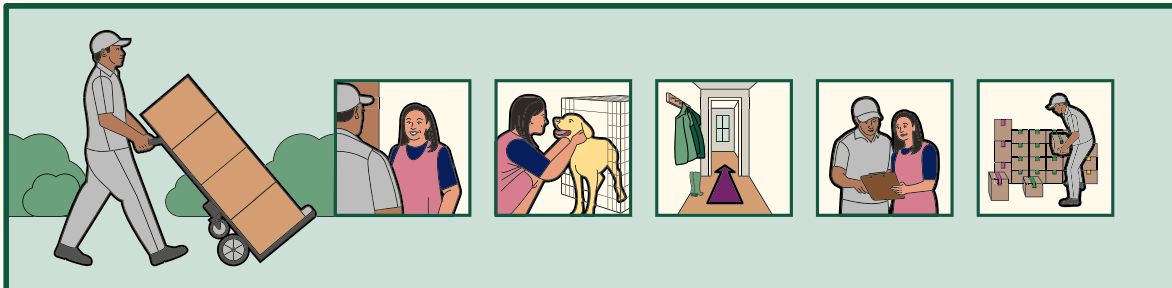


# MANAGING YOUR >>> PD SUPPLIES AT HOME



How to order your supplies



What the delivery process is like



Helpful information and support services



## MANAGING YOUR PD SUPPLIES AT HOME

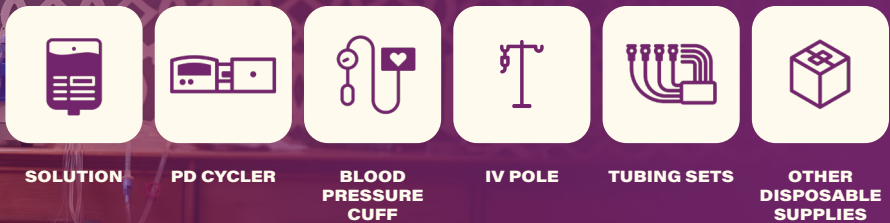
As you begin your PD journey, we want you to know that we're here for you at every step along the way. In this document, you'll find information on how to order your supplies and what the delivery process is like. We also want to share tips on storage, waste disposal and some of the helpful support services we offer — all in one handy guide.

READY? >>> LET'S GO!

- 3 Ordering Your Supplies
- 4 Ordering Through the MyBaxter Patient Portal or Mobile Ordering
- 5 Home Patient Inventory Form
- 6 What the Delivery Process Is Like
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### YOUR FIRST PD ORDER WILL INCLUDE



## ORDERING YOUR SUPPLIES



Your dialysis clinic will place your initial orders, which may include between 30 and 60 cases of solution, a PD cyclor, a blood pressure cuff, an IV pole, a scale, tubing sets and other disposable supplies.



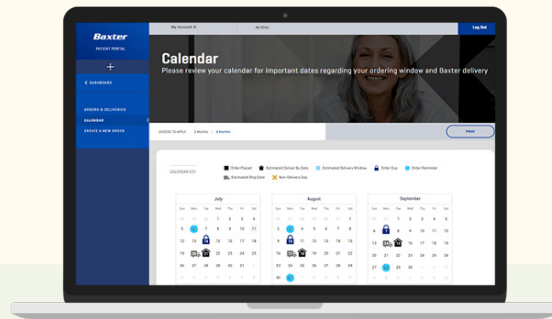
You can reorder your supplies every 28 days through one of our self-service tools: the MyBaxter Patient Portal or Mobile Ordering. Find more details on page 4.



Use the **Home Patient Order** and **Delivery Schedule** on the MyBaxter Patient Portal to keep track of when you need to place your order and when it will be delivered.



Use the **Home Patient Inventory Form** on page 5 to track your usage of dialysis solutions and other supplies. Inventory forms are available on [pdempowers.com](https://pdempowers.com)



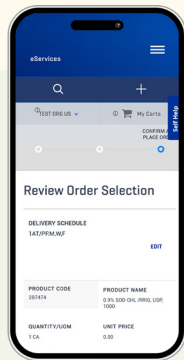
## ORDERING THROUGH THE MYBAXTER PATIENT PORTAL

The MyBaxter Patient Portal offers you a simple, easy way to order and manage your PD supplies using your computer, laptop, tablet or smartphone. Setup is as easy as 1-2-3:



1. If your nurse gives us your email address, Vantive will register you automatically. If not, go to [pdempowers.com/patient/patient-portal](https://pdempowers.com/patient/patient-portal), click on the link to register and fill out the short form.
2. Within one business day, you will receive an email asking you to “Verify Your Account.” Click the link and follow the prompts to “Create Your Account.”
3. You will be taken to a one-time landing page. Simply click the “MyBaxter Portal” icon, and you’re in! Click on “Need Assistance” in the lower left to see key site features.

If something doesn’t look right, let **Homecare Services** know within two business days.



## MOBILE ORDERING

You can also order directly using a smartphone or tablet:



- > **Available 24/7:** Order at your convenience.
- > **Text/email:** Get reminders to place your order.
- > **Easy process:** Five simple steps; no usernames or passwords needed.
- > To learn more and enroll, go to [pdempowers.com/patient/mobile-ordering](https://pdempowers.com/patient/mobile-ordering)



You can also call **Homecare Services** at **1-800-284-4060** to register for the Patient Portal or Mobile Ordering.

Please note: Baxter Kidney Care is now Vantive.

## HOME PATIENT INVENTORY FORM

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 below shows the key fields to complete to prepare for your order.

### INFORMATION YOU NEED TO PROVIDE:

1. The date your supplies were counted
2. The total number of unopened cases of solution
3. The total number of unopened cases of items such as tubing and caps  
*Please note: Some products listed may be products that you don’t use.*
4. The description and number of other supplies not listed, such as tape, gauze, masks, etc.

HOME PATIENT INVENTORY FORM

Vantive

1

Date Supplies Counted: \_\_\_\_\_ Next Count Date: \_\_\_\_\_

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 Vantive of any usage changes.

2

DIALYSIS SOLUTIONS

|        |       | 1L      | 1.5L  | 2L      | 2.5L  | 3L      | 5L    | 6L      |       |
|--------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
|        |       | ON HAND | USAGE | ON HAND | USAGE | ON HAND | USAGE | ON HAND | USAGE |
| YELLOW | 1.5%  |         |       |         |       |         |       |         |       |
| GREEN  | 2.5%  |         |       |         |       |         |       |         |       |
| RED    | 4.25% |         |       |         |       |         |       |         |       |
| PURPLE | 7.5%  |         |       |         |       |         |       |         |       |

3

SUPPLIES

Drain Bags

FlexiCap Disconnect Caps

Drain Line Extensions

MiniCap Disconnect Caps

Y-Sets

Patient Extensions

Cassettes

4

OTHER SUPPLIES

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

NOTES

Confirmation Number: \_\_\_\_\_

Forms are available in English and Spanish on [pdempowers.com](https://pdempowers.com)

### ORDERING TIP

The first time you log in after registering, check the “Remember me” box so your login information is saved.

5





## WHAT THE DELIVERY PROCESS IS LIKE

You've placed your order, and delivery day has arrived.

### BEFORE YOUR DELIVERY ARRIVES

Here are a few things to keep in mind to make sure your delivery goes smoothly.

- ☐ **Ensure easy access.** The delivery specialist will transport your supplies using a hand truck about 24 inches wide that can go up and down stairs. Choose a storage space that is easy to reach and with enough room for the hand truck to move around. If you have a staircase with a chair lift or a spiral staircase, please plan for the storage area to be on the ground floor.
- ☐ **Clear pathways.** Make sure the path from the street to your front door is clear. It should be wide enough for the handcart to go through easily and free of overgrown landscaping or snow. Keep your inside pathways free from clutter, too.
- ☐ **Secure your pets.** This will keep your pets and the delivery specialist safe.
- ☐ **Safety first.** For the delivery person's safety, they cannot carry the items by hand to your door or remove their shoes.

Some areas of a home may not be able to **safely support the amount of weight** of your shipment. Select an area where cases can be spread out to distribute weight.

### DELIVERY TIP

If you know in advance you won't be home, call your dialysis clinic to reschedule the delivery or to ask if the delivery specialist can temporarily leave your supplies in a cool, safe spot, like a covered, well-ventilated porch or an air-conditioned garage.



## WHAT THE DELIVERY SPECIALISTS WILL DO

Vantive delivery specialists understand the needs of people on dialysis. You can expect them to:

- ☐ Follow the **Homecare Services quality process** to make sure you get the right supplies.
- ☐ **Bring your supplies inside** and put them where you want them (see page 8 for storage tips).
- ☐ **Upon request, rotate your supplies** to ensure items with the earliest expiration dates are used first.  
*Please note: Delivery specialists will not rotate excess supplies or products infested with insects, rodent droppings or other contaminants.*

### COMPLETING THE DELIVERY

Once all of your supplies are in place inside, the delivery specialist will take a photo of the product shipment to submit as proof of delivery.

If you discover an issue with your delivered supplies after the delivery specialist leaves, then call **Homecare Services** at 1-800-284-4060 within two business days to let them know.

## WHAT HAPPENS IF YOU MISS A DELIVERY?

If no one is home to accept the delivery and there isn't a cool, safe spot to leave it:

- > **Supplies may go back to the warehouse.** If that happens, you will need to contact **Homecare Services** to arrange another delivery.
- > **Extra fees may apply.** Your dialysis clinic might have to pay extra fees for any reshipment.

## STORING YOUR SUPPLIES

To maintain product quality and safety, please store your supplies:



In the **original unopened cases**

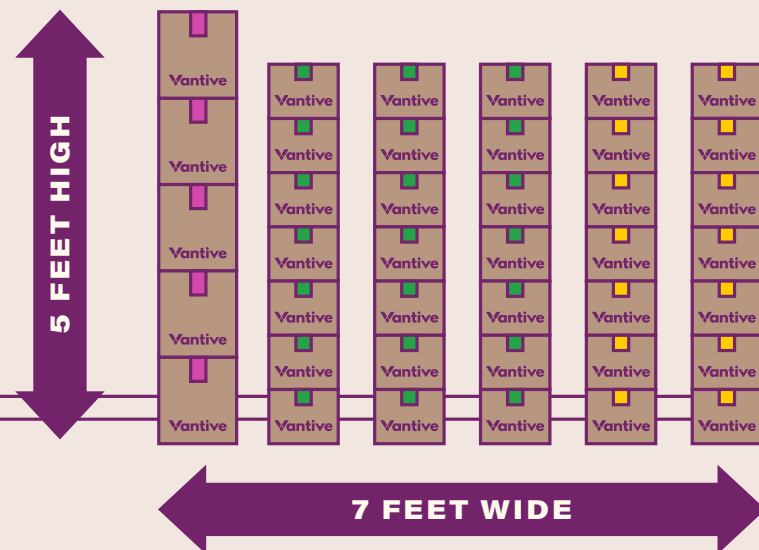


**At room temperature** to avoid excessive heat or freezing



In an area **protected from contact** with insects and animals

Your storage area should be clear and ready for delivery. It should be at least five feet high and seven feet wide, preferably against a wall in an open space so it can be safely reached with a hand truck.



### DON'T STORE SUPPLIES

- > In tight spaces, on shelves or in areas with low ceilings
- > Near your stove, furnace, radiator or water heater
- > Next to pesticides, gasoline, cleaning supplies or other chemicals
- > With any objects on top of them
- > In direct sunlight
- > In a bathtub
- > In the attic
- > Outdoors or in unventilated, damp or non-temperature-controlled sheds or garages



### STORAGE TIP

Be sure to use your oldest supplies first so you will always be using fresh supplies.

## DISPOSING OF YOUR USED DIALYSIS FLUIDS



- > If you're doing 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.



- > If you're doing dialysis treatment while you sleep, keeping an **oversized drain bag on a cart** will make it easier to transport to the bathroom for disposal.



- > Sometimes, **drain lines can be used** to empty the used dialysis solution directly into a drain in a bathtub, shower or sink.

- > 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.

- > To prevent bacteria growth, **clean the drain used for waste at least weekly** by running hot water while pouring a mild bleach solution of 1 quart of water and 1/4 cup of bleach down the drain.

## DISPOSING OF YOUR USED DIALYSIS SUPPLIES



- > 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 waste in recycling containers.

- > **Do not** throw away garbage in any dumpster or waste container other than your own.



- > The **cardboard boxes** in which your dialysis supplies are delivered, and the **overpouches** from your dialysis solution bags, are **potentially recyclable**. Check with your local waste disposal agency for recycling guidelines for your area.

## TRAVEL SUPPORT

Vantive **Homecare Services** will gladly help coordinate the delivery of your PD therapy products to your travel destination.

### BEFORE MAKING DEFINITE TRAVEL ARRANGEMENTS

- > As soon as you decide to travel, **speak with your PD nurse** about your plans and obtain their approval of your destination and the length of your stay.
- > Once you receive approval, **consult with one of our travel specialists ASAP** to confirm that Vantive will be able to deliver your required supplies to your destination.
  - > **Homecare Services** will coordinate delivery of your supplies for **domestic trips**.
  - > **Vantive Global Travel Club** will arrange for **international deliveries**.  
Please note: The ability to supply internationally is variable and subject to change.

- > **Provide adequate notice for your request to be fulfilled.** Lead times, requirements and fees can change at any time.
- > Most countries require a minimum **60-day lead time** to request a travel order. Please contact the Vantive Global Travel Club to inquire about the specific lead time required for your travel destination.
- > For domestic travel, contact **Homecare Services** at least **10 business days ahead**.  
Please note: Alaska, Hawaii and cruises originating from the U.S. require **60 business days' notice** prior to travel.

**Contact your destination —** whether it's a hotel, cruise ship or private residence — to make sure they can receive and properly store your supplies prior to your arrival.

### INTERNATIONAL TRAVEL

**Vantive Global Travel Club** will help coordinate your international travel request. They will:



- > Help to determine how much product you'll need
- > Provide a quote for the shipping and handling costs associated with your specific travel plans
- > Place your order and arrange for delivery to your destination, once you have paid the costs in full

- > A signed **Home Patient International Travel Declaration** form is required before our Global Travel Club team can proceed with your travel request. The form is available at [pdempowers.com/vantives-global-travel-club](https://pdempowers.com/vantives-global-travel-club)
- > Due to the slight variation in products across countries, you might need to take part in short **training sessions with your PD nurse** prior to your departure.
- > At some destinations, Vantive can only deliver to an airport. In that case, **we will provide proof-of-delivery to the airport** so that you can coordinate picking up your supplies from Customs.
- > Before you travel, **contact the U.S. consulate** in your destination country to confirm the procedure for customs clearance and get advice on permits, duties or taxes that may be applicable to your supplies.
- > It may be helpful to obtain a **letter from your doctor** that briefly explains how and why you use PD. Carry this letter with you as you travel.
- > Depending on your destination, **electrical connections may vary**. **We will provide travel tips** for items like power adapters.







**HARDWARE SUPPORT**

If you have questions or need assistance with your cycler, Vantive is staffed 24/7 with trained representatives available to answer any questions you may have about how to use your cycler. Please call **Global Technical Services: 1-800-553-6898**

If you are using the **Homechoice Claria APD System**, please call **Claria Customer Service: 1-800-572-5722** for 24-hour technical assistance or use the Live Chat feature on the **MyClaria** app. For more information on **MyClaria**, visit **MyClaria.Baxter.com**



- To repair or replace your automated PD cycler, Vantive will:**
- > Deliver a replacement cycler to your home
  - > Pick up your current machine at either the time of delivery or the next business day



- You are responsible for:**
- > Notifying your dialysis nurse that you will be returning your current cycler and receiving a new cycler
  - > Packaging your current machine for pickup (packaging instructions are included in the replacement machine box)
  - > Calling your dialysis nurse to arrange for your new machine to be programmed
  - > Providing the Service Representative with the serial number that is printed on your cycler



- If you no longer need your cycler:**
- > Notify your dialysis nurse that you no longer need a machine.
  - > Contact **Homecare Services** at 1-800-284-4060 to arrange for pickup and return.
  - > A box will be delivered to your home one to two days ahead of your scheduled pickup day. Please pack your cycler in the box prior to your scheduled pickup time.

**Rx only:** For safe and proper use of the devices mentioned herein, please refer to User’s Manual.

**IMPORTANT CONTACT INFORMATION**



**Contact your dialysis clinic** first with any questions and concerns.



For information about your regular scheduled orders, please refer to the **MyBaxter Patient Portal**, at **account.vantive.com**



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. to 6:00 p.m. Central Standard Time.

Please advise **Homecare Services** if you would prefer to communicate with Vantive in Spanish. *Por favor avisale a su representante si prefiere comunicarse con Vantive en Español.*

**CONTACT YOUR DIALYSIS CLINIC FOR:**



- > Information about payment for supplies
- > Approval for travel
- > How to use supplies
- > Approval for orders
- > All medical questions
- > Updates or changes to your prescription

**YOUR DIALYSIS CLINIC CAN HELP YOU:**



- > Change an order, or inquire about an existing order
- > Report missing, incorrect or damaged items
- > Request a return for your automated PD (APD) cycler
- > Report concerns about the quality of a product (be sure to provide a description of the event, the product code and lot number, and the serial number of your APD cycler)

**If you require assistance outside of normal business hours**, please contact your clinic or on-call nurse. **If your needs cannot wait until the next business day, or your clinic or on-call nurse is not available**, you may call Vantive at 1-800-284-4060. Vantive is happy to help you after regular business hours if you’ve run out of your dialysis supplies.

**NURSE**

Name \_\_\_\_\_  
Phone \_\_\_\_\_

**PHYSICIAN**

Name \_\_\_\_\_  
Phone \_\_\_\_\_

# 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.

- ☐ Contact **Homecare Services** at **1-800-284-4060** to ensure that you have a Disaster Recovery Contact (DRC) on record with Vantive.
- ☐ If you're evacuating outside of your local area, 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, including:
  - ☐ Emergency contact information
  - ☐ Medical records
  - ☐ Insurance information
  - ☐ Identification
- ☐ Understand your **local 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 evacuation (such as severe weather conditions).
- ☐ **Keep food/drinks on hand** that meet your dietary needs and that you can take with you in an emergency.
- ☐ **Create an emergency dialysis kit** with recommendations from your dialysis nurse. It should include your automated PD cyclers along with adequate supplies of:
  - ☐ **Manual exchange\* products:** Be sure they are not expired and reflect your current dialysis needs.
  - ☐ **Your dialysis solutions** and any other medications you take
  - ☐ **PD accessories you may need:** Disconnect caps, cassettes, clamps, drain bags, face masks, hand sanitizer, etc.
  - ☐ **All other special-needs supplies:** Canes, walkers, wheelchairs, hearing aids, batteries and other necessary medical equipment

\* Manual exchange is also known as continuous ambulatory peritoneal dialysis, or CAPD. This may be especially important if you anticipate an extended power loss. NOTE: If you have not performed a manual exchange before, or an extended period has passed since you have done so, contact your dialysis clinic for instructions.



# 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.
- ☐ If you plan to stay with family or friends, provide **Homecare Services** with their name, address and phone number, along with your estimated arrival date and time and length of stay.
- ☐ Provide your evacuation destination and contact information to **Homecare Services**.
- ☐ Once you have been advised it is safe to return home, contact **Homecare Services** to give them your estimated arrival date and time.
- ☐ Place an order (if appropriate) that can be sent to your evacuation destination. *NOTE: If you are unsure of your destination, notify **Homecare Services** as soon as it is determined.*
- ☐ If you plan to stay in a hotel, provide **Homecare Services** with the hotel's name, address and phone number, along with the reservation number and the name under which the room has been reserved.



## EMERGENCY CONTACT INFORMATION

Federal Emergency Management Agency (FEMA) \_\_\_\_\_  
Red Cross \_\_\_\_\_  
State Police \_\_\_\_\_  
Other \_\_\_\_\_  
Other \_\_\_\_\_





## Vantive.com

### Intended Use

Homechoice Claria APD System is intended for automatic control of dialysis solution exchanges in the treatment of pediatric and adult renal failure patients undergoing peritoneal dialysis in the home healthcare environment including comparable use in professional healthcare facilities.

**Rx only.** For safe and proper use of the devices mentioned herein, please refer to User's Manual.

Vantive, Homechoice Claria, MyClaria and MyBaxter are trademarks of Vantive Health LLC or its affiliates.

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