

Dear Dialysis Patient,

Thank you for choosing Baxter to be part of your healthcare team. Our goal is to ensure that you receive the highest quality of care to meet your dialysis needs. As such, we would like to inform you of the following:

- Your prescription order for dialysis supplies will be processed in a Baxter central processing pharmacy and prepared by your designated local facility for delivery by Baxter Service Specialists.
- Our pharmacists are available 24 hours a day and 7 days a week to answer questions regarding your medications and/or dialysis products. Please call toll-free at 1-866-250-9499 to speak with one of our pharmacists.
- For order placement, delivery questions, or incorrect orders, please continue to contact your Baxter HomeCare Services Representative at 1-800-284-4060 available Monday through Friday 7am–6pm CT. If you have an after-hours order request, please call 1-800-284-4060 and the on-call staff will assist you. If you are interested in learning more about ordering your PD supplies online, visit us at [www.pdempowers.com/patient/mybaxter](http://www.pdempowers.com/patient/mybaxter).

We look forward to serving you.

Sincerely,  
Your Baxter Pharmacist Team