

# WELCOME HOME

A Simple Guide to Managing Your Dialysis Supplies



**FRESENIUS  
MEDICAL CARE**

RENAL TECHNOLOGIES

# WELCOME HOME :

## A Simple Guide to Managing Your Dialysis Supplies

At Fresenius Medical Care, we want to make dialyzing at home as simple as possible. That's why, in addition to easy-to-use dialysis products, we offer a range of services to support managing your peritoneal dialysis (PD) supplies at home. The following guide is a brief overview of these services, along with other useful information to help manage your supplies.

Welcome home!





## Accepting Deliveries

Routine supply orders are delivered by TruBlu Logistics®, our home delivery service. To receive your delivery, someone 18 or older must be present to sign the freight receipt. Before signing, make sure the shipment is complete and in good condition. Once you've signed for the delivery, your driver will carry your supplies directly into your house and unpack them in the storage area you've selected.

Need to order or reschedule your delivery?

**Call Customer Service at 1-800-323-5188**

# Storing Your Supplies

Choosing the right place to store your PD supplies is an important step in preparing to dialyze at home. Your first delivery will be especially large (since it includes all the supplies you'll need to begin dialyzing at home) so make sure you have plenty of space, and a clear path to it. During your home evaluation, your home therapy nurse will help you select a good storage location and discuss how to store your supplies.

Your TruBlu driver will scan and rotate your supplies to make sure you use your oldest supplies first. Be sure to keep your supplies in their original packaging, as it includes important information such as expiration date and instructions for use.

## Be Prepared!

Depending on your prescription, you should expect to receive 25 to 50 boxes of supplies. Make sure your storage space is large enough!





# Ordering Your Supplies

Supply orders are based on your dialysis prescription. After your account has been set up, and your first order has been placed, you will receive a calendar in the mail with your order and delivery schedule. In general, you will need to reorder your supplies once a month. To place an order, or to reschedule a delivery, call Customer Service.



## Placing Your First Order

Your home therapies nurse will help you place your first order. During this call, you will provide your address and any other special delivery details, including where you plan to store your supplies. This will help the TruBlu driver deliver your supplies to the exact location you want them stored.





## Preparing to Travel

Going away? Traveling for work or pleasure while staying on track with your dialysis treatment is easy. Our Customer Service team is specially trained to help you with your travel needs and can ship your equipment and supplies to any destination within the US.



## CUSTOMER SERVICE

Have questions? We have answers. Our Customer Service team is available to help you with many of your day-to-day dialysis needs, including:

- Reporting prescription changes
- Rescheduling deliveries
- Arranging supply shipments related to travel
- Reporting damaged or incomplete shipments

Our Customer Service business hours are Monday through Friday, 8 am to 7 pm, ET. To speak to a Customer Service representative, call **1-800-323-5188**.

## TECHNICAL SUPPORT

Our Technical Support team is available 24 hours a day, seven days a week to provide troubleshooting guidance and technical support related to your PD cyclers. Multilingual support with a live agent is also available.

To speak to a Technical Support representative, call **1-800-227-2572**.



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# IMPORTANT NUMBERS



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Your Nephrologist



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Your Home Therapy Nurse



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Your TruBlu Logistics Truck Driver

**CUSTOMER SERVICE: 1-800-323-5188**

**TECHNICAL SUPPORT: 1-800-227-2572**



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