

# Going Home With Confidence



HomeCare  Services

1.800.284.4060



Baxter's HomeCare Services order management and delivery services have set the industry standard for home delivery of dialysis supplies since the 1970s. Each month our dedicated Baxter employees place and deliver over 30,000 orders to dialysis patients' homes.

# Welcome Home... from Baxter's HomeCare Services team.



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We are committed to meeting your order management and delivery needs to ensure “Going Home with Confidence” becomes a reality for you.



## Baxter's HomeCare Services Representative Team (HCSR)

Please keep this booklet! You will find it a helpful reference now and in the future.

Baxter's HomeCare Services Representative (HCSR) team is here to help you with your dialysis orders and deliveries. Please take a few minutes to familiarize yourself with this booklet. It provides an overview of several important areas:

### **Orders | Storage | Deliveries | Returns**

Baxter's HCSR team works closely with your dialysis unit staff and you to:

- Set up your account and initial order
- Manage your ongoing home supply requirements

Baxter's Service Specialist, trained to understand the needs of dialysis patients, will:

- Bring your supplies inside your home
- Rotate your supplies upon your request

# Important Contact Information



## 1-800-284-4060

Baxter's HCSR team can be reached by calling Monday through Friday during business hours:

Eastern Standard Time	8:30 am - 7:00 pm
Central Standard Time	7:30 am - 6:00 pm
Mountain Standard Time	6:30 am - 5:00 pm
Pacific Standard Time	5:30 am - 4:00 pm

### Call Baxter's HomeCare Services Representative (HCSR) Team:

- To place an order, change an order or inquire about an order already placed
- To report a late delivery or missing, incorrect or damaged items
- To discuss product usage changes or supplies needed for approved travel
- To report concerns regarding the quality of a product or request the approved return of supplies or your cyclor

When you call Baxter's toll-free number **1-800-284-4060**, you will hear Baxter's phone system. For more information, see the following page.

Baxter offers assistance after regular business hours for emergency stock out situations of your dialysis supplies. If your needs cannot wait until the next business day, please call 1-800-284-4060 and remain on the line for Baxter's HCSR team.

### Contact Global Technical Services at 1-800-553-6898 for:

Technical assistance with your **HomeChoice** Automated PD Cyclor.

*Please advise your Baxter HCSR team if you would prefer to communicate with Baxter in Spanish. Por favor avisale a su representante si prefiere comunicarse con Baxter en español.*

### Contact your dialysis center for:

Information about payment for supplies, all questions related to use of supplies, all medical questions, approval of travel orders and returns.

#### **NURSE**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

#### **PHYSICIAN**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

# Communicating with Baxter

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**When you call Baxter at 1-800-284-4060 and choose Home Patient option 1, Baxter's phone system will offer menu choices for the service that best suits your needs.**

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## **When Baxter calls you with a delivery reminder message:**

- Baxter's phone system will attempt to call you the business day before your Scheduled Delivery with the 3 hour time window for your delivery
- When you receive your pre-delivery call, you can press 1 at any time during the message to connect to a Baxter representative. If you cannot be home or do not need your Scheduled Delivery as stated, please listen to this message one time through before hanging up so Baxter's phone system can confirm you have received the call

You can also call Baxter's phone system at 1-800-284-4060 and select option 3 to check on your delivery time. Your 3 hour delivery time window information is available after 2:00 pm Central time the business day before your delivery.

## **When Baxter calls you with an order reminder message:**

- Baxter's phone system will attempt to call you up to three times if we don't hear from you to ensure timely order placement
- If you receive your order reminder message and have your current inventory quantities counted, please press 1 to connect to Baxter's HCSR team

If you are not ready to place your order when Baxter's phone system calls, please count your unopened cases and then call Baxter's HCSR team at 1-800-284-4060.

## **We want to reach you with these important reminder messages:**

- If no one is available to receive your reminder calls, Baxter's phone system will attempt to leave a message
- Do you have a different number you would like us to call for your order or delivery reminder calls? If so, please notify Baxter's HCSR team by calling 1-800-284-4060. Baxter's HCSR team can update your phone record
- Do you have a privacy manager phone system? If your system is programmable, please add 1-800-284-4060 to your phone list. This is the phone number Baxter sends when Baxter's phone system calls with reminder messages



### Who Will Place My First Order?

Your dialysis center will place your first dialysis supply order with Baxter's HCSR team.

## Your First Supply Order

### What is Unique About My First Order?

According to the type of therapy prescribed by your physician, your dialysis center has determined the most appropriate amount of supplies to send.

- Your dialysis center will place your first order. You will place your future orders with Baxter's HCSR team
- Your first delivery **may** be the largest (approximately 30 - 60 cases). The average size of a dialysis solution case is 16½"x10"x11¾". Each case weighs approximately 25 - 35 pounds
- You **may** receive, either directly from Baxter or from your dialysis center, a dialysis machine to assist you during your treatments
- You **may** also receive, either directly from Baxter or from your dialysis center, items such as: a blood pressure cuff, an IV pole and/or a scale
- You **may** receive additional ancillary supply items such as tape, masks, gauze, etc., from Baxter by direct shipment
- You **may** receive your first delivery by a commercial carrier rather than Baxter's Service Specialist. First orders are typically requested with short lead times which may not allow enough time to schedule the delivery with a Baxter truck. A minimum of **5 business days** lead time is required for future orders that you place
- Your dialysis center may incur additional costs for orders requiring delivery in less than **5 business days**

# Routine Supply Orders

## Baxter Will:

- Service your supply needs on a 28-day order and delivery cycle (every 4 weeks)
- Furnish you with a personalized Home Patient Order and Delivery Schedule. This schedule provides you with your order and delivery dates for the following 12 months. Please see the example below and reference the schedule included in your introductory packet
- Attempt to contact you and/or your dialysis center if we do not hear from you to ensure timely order placement
- Contact your dialysis center to obtain a new prescription if you order anything outside of your current prescription. Your supplies are dispensed according to your doctor's prescription
- Provide off scheduled delivery service when necessary. Your dialysis center may incur additional costs for off scheduled deliveries and for orders requiring delivery in less than 5 business days

## How to Read Your Home Patient Order and Delivery Schedule:

- 1 The Place Your Order On Date indicates when you should call in your order to Baxter's HCSR team
- 2 Your delivery will be made between the Scheduled Delivery Window Begins and Ends Date
- 3 Baxter may occasionally need to change your order and delivery schedule to maintain a high level of service. If changes are made, an updated schedule will be provided

<b>Baxter</b>			For: FRED FRIENDLY Account Number: 12345678 Effective On: 5/27/2010		
Place Your Order On	Scheduled Delivery Window Begins	Scheduled Delivery Window Ends	Place Your Order On	Scheduled Delivery Window Begins	Scheduled Delivery Window Ends
6/3/2010	6/17/2010	6/18/2010	11/18/2010	12/2/2010	12/3/2010
7/1/2010	7/15/2010	7/16/2010	12/16/2010	12/30/2010	12/31/2010
7/29/2010	8/12/2010	8/13/2010	1/13/2011	1/27/2011	1/28/2011
8/26/2010	9/9/2010	9/10/2010	2/10/2011	2/24/2011	2/25/2011
9/23/2010	10/7/2010	10/8/2010	3/10/2011	3/24/2011	3/25/2011
10/21/2010	11/4/2010	11/5/2010	4/7/2011	4/21/2011	4/22/2011

Please note that ancillary item orders (such as tape, masks, gauze, etc.) cannot be modified or cancelled once they are placed.

## You Are Responsible for the Following:

Calling Baxter's HCSR team to place your scheduled order:

- Please make sure to place your order at least 5 business days prior to your Scheduled Shipment Date

Providing the following details when calling to place your order:

- The quantity of all unopened cases for each type of dialysis product you have in your home
- The date you counted your supplies
- Daily usage amounts for each of your dialysis products

# Home Patient Inventory Form

Please complete the following information:

<b>Baxter</b>		<small>Renal Division</small>													
		<small>The Original HOME PATIENT INVENTORY FORM</small>													
Date Supplies Are 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 Baxter of any usage changes.															
<b>Dialysis Solution</b>		<b>1L</b>		<b>1.5L</b>		<b>2L</b>		<b>2.5L</b>		<b>3L</b>		<b>5L</b>		<b>6L</b>	
		On Hand	Usage	On Hand	Usage	On Hand	Usage	On Hand	Usage	On Hand	Usage	On Hand	Usage	On Hand	Usage
<b>Yellow</b>	<b>1.5%</b>														
<b>Green</b>	<b>2.5%</b>														
<b>Red</b>	<b>4.25%</b>														
<b>Purple</b>	<b>7.5%</b>														

  

<b>Caps</b>		
<b>Cassettes/Cycler Tubing</b>		
<b>Drain Line</b>		
<b>Drain Bag</b>		
<b>Patient Extensions</b>		
<b>Y-Sets</b>		

  

**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**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

  

Name: \_\_\_\_\_

**To place your order, call**  
**1-800-284-4060**

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Enclosed in your introductory packet are inventory forms designed to assist you with placing orders. The form provides spaces for you to record your current inventory of both dialysis solutions and ancillary items.

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

## Before Calling in Your Order, Please Have The Following Information:

- 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 note that the products listed on the form may be products that you do not use. If you have questions about any of the items, please ask your dialysis center.

# Routine Supply Deliveries

## How Should I Prepare for My Deliveries?

- Placing your orders with at least 5 business days lead time and in accordance with your personalized Home Patient Order and Delivery Schedule improves our ability to provide you a single delivery of your dialysis solutions and tubing performed by Baxter's Service Specialist
  - Please keep your delivery schedule in mind when you plan appointments that might interfere with your scheduled shipment and deliver by date(s)
  - If you have a conflict with your delivery day, please notify Baxter's HCSR team as quickly as possible
  - When your delivery is made by Baxter's Service Specialist, Baxter's phone system will attempt to call you prior to your delivery to inform you of your specific 3 hour time window
  - Your scheduled delivery will consist of dialysis solution, saline, tubing and caps. The average size of a dialysis solution case is 16½"x10"x11½". Each case weighs approximately 25-35 pounds
- You will receive all ancillary supply items such as tape, masks, gauze, etc., by direct shipment at the time of order placement and may arrive ahead of the remainder of your ordered supplies
- Baxter's Service Specialist will require a clear path (no ice, snow, debris, etc.) from the street to the residence entrance
  - 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
  - Please be sure to restrain pets (if applicable)
  - Do not climb on the steps, ramp or lift gate of delivery truck or let children play on or near them
  - Baxter's delivery trucks are approximately 18 to 24 feet long
  - For safety purposes, Baxter's Service Specialist cannot remove footwear during the delivery process
  - Whenever possible locate product storage in a space that will permit you and Baxter's 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

## What Should I Expect on the Day of My Delivery?

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

- Bring your supplies inside your home and place them in an acceptable location (See page 16 for storage information)
- Upon your request, rotate your supplies (based upon expiration date and product usage), when this rotation can be done to ensure the safety of Baxter's Service Specialist
- Complete Baxter's quality process to ensure the supplies you ordered are the supplies that are delivered

# Routine Delivery Services

<b>Baxter</b>		<b>Baxter Healthcare</b>	Shipping Location: Cardinal Health 4910 Moline Street Denver, CO 80239				
Ship to:		PO: 123ABC456	<b>DELIVERY NOTE 98765432AA</b>				
SMITH JOE 1374 MAIN STREET YOURTOWN, NY 12345-6789		Rel #:	Order: 98765432AA Cust: 12345678 Route: C447N Stop: 0 Shipped: 08/04/2005 Date ordered: 07/25/2005 09:32				
<b>Sold by Baxter Renal Division</b>							
Attention: Baxter Healthcare-Use As							
<b>Ord Msg:</b> ID # 123 Call On Date 08/05/05 Order Reason HBI Phone Number 555-555-5432 *DELV AFTER 9AM*							
PO Line	Qty Shipped	UM	Catalog #	Description	Unit Price	Ext. Price	Expiration
Cust Loc	Qty to Follow	Factory Cat #	Cust Item #	UPN	Lot Quantity	Lot / Serial	
001	11	CA	5B9771 5B9771	LOW CA 2.5%DX 6L (SYS 3/INJ ST) (2.5 MEQ/L)		C645192	04/30/2007
002	13	CA	5B9772 5B9772	LOW CA 4.25%DX 6L (SYS 3/INJ ST) (2.5 MEQ/L)		C649020	05/31/2007
003	1	CA	5C4512 5C4512	APD DRAIN MANIFOLD		H05E26066	05/26/2010

**At the time of delivery Baxter's Service Specialist will request your signature. Please check the following before signing:**

- The number of cases on the packing list match the number of cases being delivered
- The product code numbers on the cases match those on the packing list
- The cases just delivered are intact with no significant signs of damage

## If you are going to be away from home:

- Please advise your HCSR immediately to avoid deliveries being made when no one is available to accept the delivery or when no alternative arrangements have been made to accept the delivery
- Whenever possible, make arrangements to have someone available to receive the delivery
- Please contact Baxter's HCSR team for additional alternatives to consider when you are not going to be home for your delivery

## If you are not home during your scheduled delivery, Baxter's Service Specialist will:

- Contact your dialysis facility to ask for approval to leave the supplies in a safe place (covered porch, garage, etc.) or
- Bring the supplies back to the warehouse, requiring you to call Baxter's HCSR team to arrange for a redelivery

Supply orders of 5 cases or less will be delivered by an alternate delivery company such as a commercial carrier or United Parcel Services (UPS).

Ancillary supplies such as tape, masks, gauze, etc., will arrive at your home via an alternate delivery company such as United Parcel Service (UPS).

The driver will leave a notice on your door indicating which action was taken. If redelivery is required, your dialysis center may incur extra charges.

On an occasional basis, your monthly supply order may be delivered by an alternate delivery company such as a commercial carrier.

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's Service Specialist typically provides to you (such as the pre-delivery call providing a specific delivery time window or delivering supplies to a desired location within your home)

# Domestic Travel Guidelines

From sea to shining sea, there is so much to explore in our own country! Below are the guidelines to follow when you are planning to travel in the 48 continental United States.

Baxter's HomeCare Services team will support your dialysis travel order and delivery requirements. We have an extensive distribution network which enables us to deliver dialysis solution to your destination within the continental U.S.

Your **HomeChoice** cyclor is convenient and safe for travel and can be placed through the x-ray machine at airport security checkpoints. When traveling by air, the cyclor should be brought on board the airliner as the passenger's carry-on baggage. It cannot be checked as baggage per U.S. Department of Transportation requirements.

Please reference your **HomeChoice Patient At-Home** Guide for more information on traveling with your cyclor or call Global Technical Services at 1-800-553-6898 for further assistance.

## When to Call Baxter:

For travel orders within the continental U.S. (excluding destinations covered in our *Global Destinations* Travel Program on the following page), please contact Baxter's HCSR team at least two weeks prior to traveling.

## Be Prepared Before You Call:

- Talk to your PD health care team, specifically your PD nurse, about your travel plans
- Obtain your doctor or PD nurse's approval to travel to your destination for the specified length of time
- Gather the following information for Baxter's HCSR team:
  - Destination address, including zip code
  - Hotel reservation name and confirmation number
    - Preferably patient's name should be used for the reservation
  - Hotel front desk or concierge local phone number
  - Arrival and departure dates
  - Products and quantities needed (HCSR will assist you with this when you call)
  - Destination phone number and contact person
  - Patient cell phone number
  - Travel companion cell phone number when applicable
  - Please note that we do not deliver smaller ancillary items such as needles, syringes, or gauze, or hardware items such as the **HomeChoice** cyclor, to travel destinations
- If staying at a hotel, please alert the hotel of the pending delivery and obtain the name of the person who will be responsible for accepting your delivery. In addition, you should request and provide to Baxter's HCSR team any special delivery requirements from the hotel. You will be responsible for any charges the hotel may apply for storing your supplies prior to your arrival

## Baxter Will:

- Alert your dialysis center of your dialysis travel order
- Assist with calculation of order quantities based upon length of travel and usage data
- Place your order and arrange for delivery of your supplies to your destination upon dialysis center approval
- Ship your solutions only and confirm delivery

## You Are Responsible for:

- Carrying Baxter's HCSR team's phone number 1-800-284-4060 in case questions arise while you are traveling
- Calling your destination before leaving your home to confirm delivery of your supplies
- Carrying all ancillary supplies, tubing and your **HomeChoice** cyclor
- Bringing a minimum quantity of back-up supplies for unplanned circumstances during your travel. Please discuss the appropriate amount with Baxter's HCSR team and/or your dialysis center
- Carrying the name of a backup dialysis center or hospital in the area where you will be traveling (provided by your dialysis center)
- Making arrangements to transport remaining supplies home or disposing of them properly at the end of your stay (see Waste Disposal on page 15)



Planning is the key to any successful trip, whether in our own country or abroad. You will have to do a little more planning than most travelers and Baxter is ready to help.

***So don't just go. Go with confidence!***

## The Baxter *Global Destinations* Travel Program

Baxter's *Global Destinations* program is specifically designed to help you successfully continue your therapy while you explore the world abroad, including Alaska and Hawaii and cruises from any port, domestic or international. So, get out and enjoy our fascinating world!

Exclusive *Global Destinations* membership provides you with:

### **Coordination of Supplies**

Baxter will organize the shipping of your dialysis supplies to your destination. When possible, we will deliver to your destination enough days in advance so you can start your journey assured that your supplies are waiting for you when you arrive.

### **Guidance and Advice**

We'll guide you through the process of traveling successfully with PD supplies, including navigation through the paperwork and checklists.

### **Telephone Support**

Provide 24/7 domestic and international phone support to address questions and concerns while you are traveling with PD.

### **You'll also receive...**

- A comprehensive Travel Brochure with membership card
- Travel Tips sheet
- PD Travel Checklist

### **When to Call Baxter:**

For any *Global Destinations* travel order, contact Baxter's Travel Team at least eight (8) weeks prior to traveling to avoid any expedited shipping and handling costs

Make sure to talk with and obtain your PD health care team's approval for your travel itinerary prior to contacting Baxter's Travel Team to place your order

Ask your HomeCare Services Representative about membership in the *Global Destinations* travel program and request your Travel Brochure today!

Please note: To properly manage the complexities of this program, we ask our patients to share in the associated shipping and handling costs which will vary by destination.

### **What will it cost?**

Shipping and handling costs may vary depending on where you are going and how much notice you give us before you leave.

Handling fees cover the services provided by your Baxter Travel Team, which include helping to determine the right number of cases to ship, coordinating with your PD Nurse for any required prescription changes, placing your order, ensuring the accuracy of the address, calling the hotel or travel destination before the order ships and after the order arrives, and keeping you informed of your order status.

Shipping fees cover the actual cost to get the dialysis product to your travel destination, just like the postage you would pay to mail a letter or ship a package.

Standard handling fee	\$100/travel order 30–60 days advance notice
Expedited handling fee	\$200/travel order < 30 days advance notice (restrictions may apply)
Shipping fees	Varies. Fees are calculated based on travel destination

# Hardware Support

## Who Do I Call if I Have Questions or Need Assistance with My HomeChoice or HomeChoice Pro cycler?

Global Technical Services has trained Operational Support Representatives staffed 24 hours a day, 7 days a week to answer any questions about the operation of your **HomeChoice** cycler. Please call 1-800-553-6898 and press option 1. This telephone number is also documented on your cycler. If one of our trained professionals determines that your **HomeChoice** cycler is not functioning properly, it will be replaced.

## If Your HomeChoice cycler Needs to Be Repaired or Replaced:

### Baxter Will:

- Deliver a replacement **HomeChoice** cycler via next day delivery in most situations (This does not apply to cruises and international travel)
- Pick up your current machine the next business day after the delivery of the replacement cycler
- 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
- Advising the Baxter Operational Support Representative at the time of your phone call if you think that your nurse might not be available to program the new machine
- Providing the Operational Support Representative with the serial number that is printed on a sticker on the top of your **HomeChoice** cycler
- Packaging your current machine for pick up. The **HomeChoice** cycler packaging instructions are included in the replacement machine box

## What if I No Longer Need My HomeChoice cycler?

Baxter owns the **HomeChoice** cycler and rents them to your dialysis center. If you are no longer using your machine, please contact Baxter's HCSR team at 1-800-284-4060 to arrange for pick up and return to Baxter.

For the **HomeChoice** cycler that is no longer needed, a hard case will be delivered to your home approximately one to two days ahead of your scheduled pick up day. Please pack your cycler in its case prior to your scheduled pick up time.





The cardboard boxes within which your dialysis products are delivered and the overpouches from your dialysis solution bags are fully recyclable.

## 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 effluent 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
  - Also 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
- Clean the drain used for waste at least weekly
- To clean, run hot water down the drain while pouring down a mild bleach solution of 1-quart of water and 1/4 cup of bleach. This will help to prevent bacteria growth in the drain
- Clamp or tie the tubing to prevent leakage

### How do I dispose of my dialysis supplies?

- Place all used materials in a plastic garbage bag and seal tightly. In most states and communities this bag can then be discarded

- into the household trash. Check with your dialysis unit if disposal at home is not allowed
- Another very important waste disposal issue is the discarding of syringes and needles. If possible always dispose of used needles in the sharps container provided by your dialysis unit. When the container is full, your dialysis unit usually will take this container back and dispose of it for you. If for any reason you don't have a sharps container, make sure any used needles and syringes are placed in a puncture-resistance container, such as a metal coffee can with a lid, or thick plastic bottle with a cap, such as a liquid laundry detergent bottle. When full, the container should be disposed of properly
- 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:
  - Do not place plastic bags, tubing, syringes, 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 of information about home-generated waste. Talk with the waste hauler and provide them with a copy of this page, or contact your dialysis center for assistance
- Some waste haulers have limits on the amount of trash, which will be collected at one time.

# Waste Disposal (cont.)

You may have large quantities of cardboard and plastic material that may exceed these limits. By talking with the waste hauler when you start home dialysis you can usually work out waste collection according to your needs

- The cardboard boxes within which your dialysis products are delivered and the overpouches from your dialysis solution bags are fully recyclable. Check with your local waste disposal agency for recycling guidelines for your area
- With approval from your dialysis center, Baxter's team can arrange for pick up of unopened cases of dialysis supplies. Please reference the "Supply Returns" section on

page 17 for more detailed information

- If further assistance is needed, contact the Center for One Baxter (CFOB) at 1-800-422-9837 Monday through Friday, 8 am to 5 pm CST. The CFOB team of customer response consultants is trained to understand Baxter's products, services, and corporate infrastructure. CFOB is ready on those occasions when you need additional support to help you locate a product or service, get you to the right place or access information about Baxter. You can also ask Baxter's HCSR team to connect you by calling toll-free at **1-800-284-4060**

## Supply Storage

### How Should I Store My Supplies?

#### 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...

- DO protect your supplies from extreme temperatures which affect product temperature
- DO store your supplies to avoid insect and/or rodent infestation (i.e. roaches, spiders, ants, etc.)
- DO use your oldest supplies first so you will always be using fresh product
- DO protect your supplies from contact with animals

#### DON'T...

- DON'T store supplies near your stove, furnace, radiator, or water heater
- DON'T store supplies outside
- DON'T store supplies in the attic
- DON'T store supplies in direct sunlight
- DON'T store supplies next to pesticides, gasoline, cleaning supplies or other chemicals

Dialysis solution bags may be removed from the case one at a time and stored in the overwrap package. Occasional pinholes in the overwrap package generally do not compromise sterility or integrity of the product. Furthermore, if you notice water droplets inside the overwrap package, this is condensation from storage which does not affect product performance. After removing the solution container from the overwrap package check for small leaks by squeezing the container firmly. Do not apply pesticides at home if you are storing supplies.

For additional product storage information, refer to the directional insert inside the product case.



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

## Supply Returns

### What If I Need to Return Supplies?

If you have supplies you need to return, advise your dialysis center who will choose your best course of action and then contact Baxter's HCSR team. Baxter does offer a pick up service for a fee. If authorized by your dialysis center, Baxter's HCSR team will facilitate a pick up with your local warehouse the next time we are in your area. You will be notified the day before the pick up and will be given a pick up time window.

### What Information Do I Need When I Call for Pick Up of Supplies?

#### Please Provide:

- The product code number or description
- The number of cases of each product code number you want picked up
- The location of the product

### What Are the Guidelines for Returns?

- The return must be authorized by your dialysis center prior to a pick up
- Supplies must be in the original case in which they were shipped
- Cases must be unopened
- Supplies must have been stored according to the instructions in the "Supply Storage" section (page 16 of this booklet)
- Ancillary and/or expired supplies are not eligible for return
- Supplies remaining at a travel destination are not eligible for return

# Questions & Answers

## ORDERING

### 1) When do I call in my next order?

Please refer to the personalized Home Patient Order and Delivery Schedule which is provided to you. This schedule will list your order and delivery dates for the following 12 months.

### 2) How often will I receive an updated Home Patient Order and Delivery Schedule?

We provide an annual update, unless a more frequent update is required. Baxter may occasionally need to change your order and delivery schedule to maintain a high level of service. Occasionally, a holiday may impact your scheduled order or delivery date on a temporary basis. Baxter will notify you of any schedule changes.

## DELIVERY

### 3) Baxter called and gave me a specific delivery time window. What happens if I realize I won't be home?

You can make arrangements with a neighbor to let Baxter's Service Specialist in, leave a note for Baxter's Service Specialist to leave the product on your porch or in your garage, or call Baxter's HCSR team as quickly as possible to make other arrangements. By pressing 1, the automated pre-delivery call function also offers you an opportunity to adjust your delivery time if required.

### 4) Will my delivery be the same time or day of the month every month?

The day and time of your deliveries may vary. Please refer to your personalized Home Patient Order and Delivery Schedule for the dates of your deliveries for the following 12 months. Be sure to discuss any conflicts with Baxter's HCSR team. Please remember Baxter will attempt to call you to inform you of your specific 3 hour window the day before deliveries are made by Baxter's Service Specialist.

## TRAVELING

### 5) I have already placed a travel order with Baxter's HCSR team and my plans have changed. What should I do?

Contact Baxter's HCSR team at 1-800-284-4060 as soon as possible. Please be aware that your dialysis center may incur extra charges for travel orders that do not meet the required lead time.

## SUPPLY STORAGE

### **6) What happens if my dialysis solution freezes?**

Do not flex or manipulate container when frozen. Allow container to thaw naturally to room temperature and thoroughly mix contents by shaking. Microwave ovens should not be used to heat solutions because there is a potential for damage to the solution container. Moreover, microwave oven heating may potentially cause overheating and/or non-uniform heating of the solution that may result in patient injury or discomfort. After removing the solution container from the overwrap package check for small leaks by squeezing the container firmly.

## OTHER IMPORTANT QUESTIONS

### **7) What if I misplace my personalized Home Patient Order and Delivery Schedule or Inventory Forms?**

Contact Baxter's HCSR team for a replacement.

### **8) Can I e-mail Baxter's HCSR team with my orders or questions?**

The option to e-mail your orders is currently not available.

### **9) I received a letter from a Baxter Pharmacist. What does this mean to me?**

In some states, Baxter is required to distribute your dialysis supplies through a Pharmacy located within our local warehouse. If you reside in such a state, you will receive an introductory letter from a Baxter Pharmacist providing a phone number for you to call, should you have any questions regarding the products being shipped to you.

### **10) I have received a "Patient Profile" form from a Baxter Pharmacist requesting personal information. Do I need to complete this?**

It is your choice whether or not to return this form back to the Baxter Pharmacy. Please note that any information that you provide will remain confidential between you and the Baxter Pharmacist. The information you provide will assist the Baxter Pharmacist in counseling you should you have any questions regarding the medication you are taking.

### **11) I receive separate shipments of my ancillary products made by an alternate delivery company. Why are these not delivered with my order?**

You will receive all ancillary supply items such as tape, masks, gauze, etc., by direct shipment at the time of order placement. This will be delivered by an alternate delivery company such as United Parcel Service (UPS) and may arrive ahead of the remainder of your ordered supplies.



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1620 McGaw Road  
McGaw Park, IL 60085  
[www.baxter.com](http://www.baxter.com)

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