



**Baxter**

# WELCOME TO BAXTER'S HOME SERVICE PROGRAMME

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ORDER AND DELIVERY HANDBOOK



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Our team of professional **Home Patient Representatives (HPR)** are here to support your ordering needs and answer any of your inquiries.

# WELCOME TO BAXTER'S HOME SERVICE PROGRAMME

You'll find the following 5 items in your Welcome Kit:

- A welcome letter introducing you to your dedicated Baxter Home Patient Representative;
- Contact information for your dedicated Home Patient Representative and their hours of operation;
- Your Dianeal sheet;
- Your Personalized Delivery Calendar; and
- Your Order Form.

## Baxter's Business Hours & Important Numbers:

**For Home Patient Representatives call toll free:**

**1 866-968-7477**, and follow the prompts for your dedicated HPR. Please take note of their personal hours of operation.

**For return of the PD equipment call:**

**1 866-968-7477 and follow prompts for your dedicated HPR.**

**For After-Hours, Emergency Support**

**call 1-866-968-7477 and follow the prompts.**

**For technical questions regarding your PD Cycler call:**

**1 800-553-6898.**



# Ordering supplies with Baxter Home Services

“Who do I call with questions regarding my orders and delivery?”

Your dedicated Baxter Home Patient Representative (HPR):

- will provide you with service support and patient confidentiality;
- will be ready to assist you with placing your orders.
- will work closely with your Home Dialysis Team to ensure all your supply needs are taken care of;
- Once your PD equipment is no longer in use, please ensure you call your HPR to arrange a pick-up or return it to your clinic.

Your HPR
Name: _____
Email: _____
Phone #: _____
Hours of operation: _____

Changes to your prescribed supplies must be approved by your doctor or Home Dialysis Team at the hospital or clinic. Any medical questions about your treatment should always be directed to your nurse or doctor. As soon as you become aware of a change in your prescription, or your usage, please let your HPR know.

# “What are the ways I can place my order?”

There are different ways to place your order:



1. Call your Home Patient Representative to place your scheduled order on or before the specified order date, as per your order and delivery calendar.



2. If you would prefer to have Baxter call you for your order on the specified order date, your HPR will arrange for this too.



3. You are also welcome to email in your order, should this be your preferred method of communication.



4. Please talk to your Home Dialysis Team about placing your orders using Sharesource, Baxter's online ordering portal.

**Please discuss which method you prefer with your Home Patient Representative.**

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

- Baxter's automated system will attempt to call you up to three times, if we don't hear from you, to ensure your timely order placement.

## **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 leave a message if you have voicemail or an answering machine.
- Please advise your dedicated Home Patient Representative of any changes to the phone number you would like us to use for your orders or delivery reminder calls.

# Your Baxter Order and Delivery Calendar

Your personalized order/delivery calendar is enclosed in this package.

Take a look at the order dates, (Red), and delivery dates, (Green), in your schedule.


It is important to **place your order on your scheduled order date (Red)**. You will receive your order according to your schedule.

Review the delivery dates on your calendar and ensure that someone will be home to receive the delivery.

It's better to call in your order too early rather than too late.

Keep this calendar handy so you are always familiar with your next order date.

Baxter is closed on Statutory holidays. If your delivery date falls on a statutory holiday Baxter will be in touch to arrange alternate delivery date for this particular holiday.


**2019**  
 Order/Delivery Schedule

To place your order call:  
 Toll Free: **1-866-968-7477**  
 Fax: **1-866-968-4477**  
 Office Hours: 7:00am to 6:00pm (EST)

NAME \_\_\_\_\_ Email: \_\_\_\_\_  
 Customer #: \_\_\_\_\_

**JANUARY**

SUN	MON	TUES	WED	THUR	FRI	SAT
		1	2	3	4	5
6	Order	8	9	10	11	12
13	14	15 Delivery	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**FEBRUARY**

SUN	MON	TUES	WED	THUR	FRI	SAT
					1	2
3	4	Order	5	6	7	8
10	11	12 Delivery	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

**MARCH**

SUN	MON	TUES	WED	THUR	FRI	SAT
					1	2
3	4	Order	5	6	7	8
10	11	12 Delivery	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**APRIL**

SUN	MON	TUES	WED	THUR	FRI	SAT
		1	2	3	4	5
7	8	9	10	11	12	13
14	15	16 Delivery	17	18	19	20
21	22	23	24	25	26	27
28	29	Order	30			

**MAY**

SUN	MON	TUES	WED	THUR	FRI	SAT
				1	2	3
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	Order	28	29	30	31

**JUNE**

SUN	MON	TUES	WED	THUR	FRI	SAT
1	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	Order	25	26	27	28
30						

**Order** Call your Baxter Home Patient Representative on or before this date to place your order. When calling please provide the number of unopened cases you have left (by product) and what you are currently using.

**Delivery** Date your order will be delivered. It is important that someone be home the day of delivery or as otherwise arranged. We will advise you if your delivery date must be changed. If your delivery falls on a holiday, we will advise you of your new delivery date closer to the holiday.

Date printed on: November 29, 2018 13:43 PM

If you cannot be home on your delivery day, consider our "Lock Box Programme". Speak to your Renal Nurse or Home Patient Representative for details.

### **Before your order is placed...**

- ☐ Count the number of all unopened cases of each type of dialysis product you have in your home.
- ☐ Count how many cases of each dialysis solution code you have left.
- ☐ Be sure to check the expiry dates!
- ☐ Check how many sets and caps you have left.
- ☐ Look to see how many other items you have left.
- ☐ Review how many of each item you use in a day.
- ☐ Enter current daily usage by item and the number of unopened cases of each solution, sets, caps, tape, gauze and masks on your order form.
- ☐ Make sure you note if you've had any change in your usage, recently.
- ☐ If you've had a Cyclor swap since your last order please let your HPR know.
- ☐ Please ensure you have the serial # of your Cyclor handy, to provide to your HPR.

**It is important to keep at least 7 days of safety stock on hand in case of emergency**



# Your Order Form

Please find copies of your Baxter Order Form, enclosed. This Order Form is designed to help make placing your order as easy as possible and to ensure that the right products and amounts are being ordered.

The columns of the Order Form organize your order for our fulfillment system.

The following content bubbles provide some explanation for each of the columns in the form:

**1 Description:** The official Baxter name of the product.

**2 Qty per Case:** The number or amount of individual products in each case.

**3 U/M:** The Unit of Measure is how the product is ordered. For example CA = Case; EA = Each.

**Baxter**

Home Dialysis

Customer #  
System  
Delivery Cycle 28 Days  
Hospital  
P.O. Number  
Comments:

Description	Qty per Case	U/M	Deliver
DIANEAL, PD4 1.5% 2L TWIN BAG	6	CA	JE
DIANEAL, PD4 2.5% 2L TWIN BAG	6	CA	JE
EXTRANEAL 2L/2L TB	6	CA	JE
MINI-CAP, DISCONNECT W/PVP-1 S	60	CA	50
HEPARIN, 10ML X 1000 IU/ML	10	BX	EH
PEROXIDE, 3% HYDROGEN USP 500ML	1	EA	EH
PAD, ALCOHOL PREP, 70% ALC VOL	200	BX	EH
DEXIDIN, 4% ALC AQUEOUS 450ML	1	EA	EH
CLAMP, BLUE SMALL NOSE PORT	1	EA	EH
SYR 3CC W/21GX1.5	100	BX	EH
SPONGE, 2X2 VERSALON 4PLY STER	25	BX	EH
DRESSING, 9X10CM MEPORE ISLAND	50	BX	EH
TAPE, 1X10YD TRANSPORE PLASTIC	12	BX	EH
MASK, EAR-LOOP YELLOW FACE	50	BX	EH

**4 Product Code:** This Baxter code for the products can have the When placing your order code is the best description the HPR. That way there is no confusion with what you like to order.



It is important to contact your Home Patient Representative on your scheduled order date to confirm the details of your delivery.

## Analysis Service

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PHONE: 1-866-968-7477  
FAX: 1-866-968-4477  
EMAIL:

### Before you order, please:

- ☐ Count the number of unopened cases of solutions you have left, not each bag
- ☐ Record your daily usage for all products
- ☐ Tell the HPR of any changes to your prescription
- ☐ Have a pen ready to write down your delivery date and order quantities as provided by the HPR

**Remember to be home on your delivery day!**

Delivery Date:

Product Code	Your Number of Unopened Cases	Your Daily Usage	Order quantities as provided by the HPR
4	5	6	7
JB9426			
JB9912			
5C4466P			
EK2100			
EK4010S			
EK4026			
EK4053S			
EK5853			
EK7211			
EK7424			
EK7445			
EK7613			
EK8042S			

The next few columns outline information we will need from you when placing your order.

**5 Your Number of Unopened Cases:** On the day you place your order, count the total number of unopened cases you have of each product, remaining in your home.

### 6 Your Daily Usage:

How many of each product you are using every day.

**7** The final column, “**Order Quantities as Provided by the HPR**”, is a space for you to write down how many products you are expecting to receive on your delivery date, as confirmed to you by the HPR.

This is the official product. No two have the same code. When you place your order, the product code on your prescription to give to the HPR can be no different than what you would

# Preparing to Receive Your Delivery

## Your basic order from Baxter

- Includes prescribed supplies approved by your doctor.
- Is specific to your prescription and may have maximum limits on quantities according to your hospital's procedures.
- Changes to your prescribed supplies must be approved by your doctor or Home Dialysis Unit.
- Any medical questions about your treatment should always be directed to your nurse or doctor.

## Your first order from Baxter

- Will be arranged by your Home Dialysis nurse.
- Will include supplies approved by your doctor, which are specific to you and your treatment.
- Will include extra supplies in case of an emergency or changes in your usage.

## What to expect with your first order

- It may include 30-60 cases.
- Each case weighs approximately 14 kilograms (30 lbs) and is 25cm x 38cm x 25cm in size.
- The driver may not be from Baxter as we use third-party couriers in some geographical regions and for certain deliveries.

## On your delivery day

- Regular delivery hours are 8am-6pm.
- It is extremely important to be home on your delivery day to accept your order as the driver must get a signature for the delivery.
- If you cannot be home, please arrange for a family member or friend to be available on your behalf.

If you require an expedited delivery that can only be done by using a courier, the delivery may not be brought into the designated area and may be left inside at the front door. For remote areas, Baxter cannot guarantee fully-validated service.

- If your delivery cannot be made on your delivery day, because no one is home or arrangements have not been made, extra charges may be applied to your hospital.
- Inform your Home Patient Representative of any special or unique requirements.
- If you live in a highrise apartment or condominium, please ensure that the elevator will be available.
- Know ahead of time where you want the cases to go in your home and have the area free and clear of other items.
- Make sure the path to the house and inside the house is clear, clean and safe.
- During the winter season, you must clean your walkway and driveway leading to your door of snow and ice, prior to the driver arriving.
- If you have any concerns with your order/ delivery experience, please call your **Home Patient Representative (HPR)** immediately.



Inclement weather and or equipment failure can delay your order.  
We will do our best to notify you of any delays.

### What if an alternate delivery has to be arranged?

- Charges to your hospital may result if an alternate delivery has to be arranged due to one of the following:
  - If a delivery has been arranged and there is no one home to receive it when the driver arrives;
  - If an error was made when the order was placed and it is after the cut-off time;
  - If the order was placed late.



# When Your Delivery Arrives

## **Your Baxter driver:**

- will bring the cases into your home, using a cart;
- will rotate your supplies by expiry date;
- will sort your supplies by product number and concentration;
- will check the amount delivered to you with the packing list;
- cannot remove or cover their shoes and do not provide drop sheets for health & safety reasons;
- cannot deliver or drop-off supplies to porches, garages or crawlspaces.
- it is not always possible for our driver to arrive at the same time or to guarantee a specific arrival time.



Please ensure you restrain your pets while the driver is making the delivery.

## **Common Carrier drivers:**

- a Baxter driver will deliver your order the majority of the time where geographically possible; however, for some deliveries, it may be necessary to use a courier or third-party driver. In these cases, we cannot guarantee that all the tasks listed above will be done;
- if your delivery is not made by a truck with a Baxter logo then your delivery is being made by a common carrier.

## **Before your driver leaves, it is essential you check:**

- that you have received the right number of cases;
- that the product numbers match those on the packing list;
- that there are NO signs of damages – if so, write them on the packing list and call your Home Patient Representative immediately.

**The driver will ask you to sign a Proof-of-Delivery so please ensure you have counted your boxes and it corresponds to the order you placed.**

**These tasks should be completed by the driver when your product is delivered:**

- ☐ Products must be delivered inside the home.
- ☐ Ensure shoes and cart are as clean as possible when entering the home.
- ☐ Product must be delivered to a single location as directed by the resident inside the home (2nd or 3rd floor, bedroom, basement, etc.).
- ☐ Product must be arranged with product information facing outwards.
- ☐ Products must be sorted by product code and concentration (1.5%, 2.5% and 4.25%, etc.).
- ☐ Product must be rotated in order of earliest to latest expiry date.

# Storing Your Supplies

**Please store your dialysis supplies as follows:**

- in the same box that it arrived in;
- at room temperature;
- avoid extreme hot or cold (do not store beside your furnace);
- in a room that is easily accessible by a driver;
- out of direct sunlight;
- in a clean and sanitary area;
- avoid insect or bug infestation;
- avoid spilling liquid on the cases or getting them wet;
- avoid animal contact.





# General Questions

## Who should I call with medical questions?

Please call your Home Dialysis Team at the hospital or clinic should you have questions about your dialysis prescription.

## How big is the Baxter truck that will deliver my supplies?

Some trucks can be as large as 53 feet which is equal to approximately 7 car lengths.

## How big are the cases of supplies that I will be receiving?

Each case of dialysis solution weighs approximately 30 lbs. The average size is 25cm x 38cm x 25 cm (10" x 15" x 10").

## How much storage space will I need?

Please be prepared for enough space to hold 30-60 cases of product. The floor space should be at least 6 x 6 feet, with enough additional area for the driver to access easily, and be able to rotate stock.

## Where can I get more training on my dialysis machine?

Please contact your hospital Home Dialysis nurse or training unit.

## When do I call in my next order?

Please refer to your personal order and delivery date calendar, provided to you by your Home Patient Representative, with your order dates.

## What if I have lost my personal order/delivery date calendar?

Please call Baxter Customer Care and ask for a new calendar.

## What should I do if supplies are missing or damaged?

Call Baxter Customer Care immediately and note on the packing slip what has been damaged or is missing. If necessary, we will send you replacement supplies.

## What if Baxter has not made my delivery and it is after business hours and I will run out of supplies before the next day?

**Call Baxter's Emergency or After-Hours-Support number – 1 866-968-7477, and follow the prompts.**

# Travelling with Peritoneal Dialysis

## Are you on Peritoneal Dialysis and planning to travel?

Baxter will assist you with your supplies in order to make your vacation enjoyable and easy for you to visit family and friends while you are on dialysis. Baxter will ship your solutions to destinations all over the world to those locations that are supported by the Baxter Travel Club.

**MORE THAN 115 COUNTRIES ARE SUPPORTED BY THE BAXTER TRAVEL CLUB!**

## BEFORE MAKING ANY TRAVEL ARRANGEMENTS, YOU SHOULD DO THE FOLLOWING:

- discuss your travel plans with your Renal Care Team;
- obtain your doctor's approval to travel to your destination;
- contact a **Home Patient Representative (HPR)** as soon as you are considering travelling.



## BAXTER REQUIRES THE FOLLOWING ADVANCE NOTICE TO ARRANGE TRAVEL DELIVERIES:



Four (4) weeks advance notice within Canada;



Six (6) weeks within USA, including U.S. departure cruises, Alaska and Hawaii;



A minimum of three (3) months for travel to international destinations outside of Canada and USA.



**CALL: 1-866-968-7477 and press 2.**

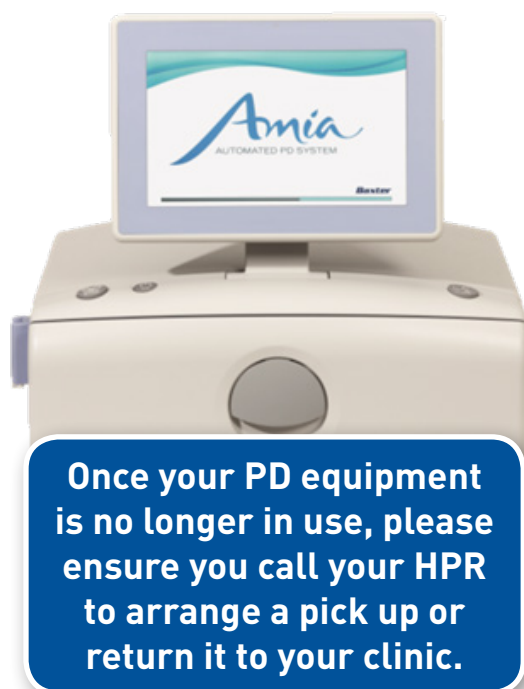


**EMAIL:** [renal\\_travel\\_orders\\_canada@baxter.com](mailto:renal_travel_orders_canada@baxter.com)

Find your answers and visit the Travel Club section at  
**[www.kidneycampus.ca](http://www.kidneycampus.ca)**



# Disposing of Product, Equipment and Garbage



## Disposing of Equipment

- Please check the waste disposal by-laws and/or special restrictions in your municipality regarding the disposal of dialysis waste such as plastic bags and tubing.
- Needles and syringes should be placed in a puncture-resistant container. Your nurse will instruct you on how to dispose of the full container.
- Gloves, gauze, masks, and bandages can go out with the trash in closed dark-coloured garbage bags.

## Breaking down your boxes


- Look on the bottom of the cardboard box for easy-to-follow instructions.
- All cardboard is 100% recyclable.
- All outer wrap on our DIANEAL, PHYSIONEAL, NUTRINEAL AND EXTRANEAL PD Solutions is manufactured using a material that is commonly picked up in Canadian curbside recycling programmes.



## What can I Recycle?

### 1. Corrugate and case packaging:

All corrugate packaging from Baxter's peritoneal dialysis (PD) solution cases is manufactured from 100% post-consumer sourced



(recycled) materials and should be collected by your municipality. All case packaging from Baxter's PD solution, cassette and ancillary products is 100% recyclable.

**2. Dianeal, Nutrineal, Extraneal and Physioneal 2.5L inner bag and tubing when unused, expired or no longer required:**

All Dianeal, Nutrineal, Extraneal and Physioneal 2.5L inner bag and tubing material is manufactured from 100% pure PVC (polyvinyl chloride). While most community disposal programmes have regulations against recycling used healthcare products, residents who have unused, expired or no longer required materials should be able to empty these bags of their original solution and place the empty PVC bags with the rest of their recycling, provided PVC material is collected in their municipality.

**3. Dianeal, Nutrineal, Extraneal and Physioneal 2.5L outer plastic wrap:**

All outerwrap material for Dianeal, Nutrineal, Extraneal and Physioneal 2.5L products are manufactured from pure HDPE (High Density Polyethylene - #2 plastic). These bags are not stamped with the #2 plastic symbol so as not to confuse the outerwrap and the inner bag materials. Since this bag is not used during patient therapy, municipalities that collect #2 plastics, most commonly recognized in the form of plastic water/drink containers, should also accept these materials into their recycling programmes.

**4. Physioneal 5L inner bag:**

Physioneal 5L bags are packaged in a ClearFlex container. This container is made of several coextruded polyolefins. It does not contain PVC and no phthalates are intentionally added. Please check with your local municipality for recycling regulations regarding this product.

# For Emergencies

Baxter offers assistance after regular business hours for emergency stock situations, if you are out of your dialysis supplies. If your needs cannot wait until the next business day, please call **1 866-968-7477** and follow the prompts for Baxter's Emergency Team.

Please do not call the Emergency Team to place your regular order. The Emergency Team will advise you to call back during regular business hours for regular orders.

**Please contact your Renal unit if you have any medical-related questions or issues. If during any conversations with Baxter Customer Care, information such as hospitalization, infection, or any medical-related information is mentioned, Baxter is required by Health Canada to collect more information from you regardless of whether it is related to Baxter products or not. Members of Baxter Pharmacovigilance team will call you to collect information.**

**If you need technical assistance with your HomeChoice or Amia Cycler, please contact Global Technical Services at 1 800-553-6898. They are open 24-hours/day.**