



PERITONEAL DIALYSIS HOMECARE

Your guide to Vantive
peritoneal dialysis at home

Vantive



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INTRODUCTION

WHO IS VANTIVE?

Every day, millions of patients, caregivers and healthcare providers rely on Vantive's leading portfolio of products, across diagnostic, kidney care, critical care, nutrition, hospital and surgical requirements. We are **privileged to help make a meaningful difference to the lives of Australian and New Zealand patients.**

In hospitals, Vantive products and services help healthcare professionals enhance the effectiveness and delivery of therapies to patients. Healthcare professionals know they can rely on us to consistently and cost-effectively deliver innovative, quality products and services.

In partnership with hospitals and clinics, we are proud to support peritoneal dialysis patients who are able to complete much of their therapy at home. Our products, services and delivery network provide home patients with the solutions they need to carry out peritoneal dialysis from the comfort of their home.



WELCOME TO THE VANTIVE HOMECARE PROGRAM

The Vantive HomeCare program is designed to **support the needs of PD patients** undertaking much of their treatment regime at home. We recognise that support needs of patients at home differ from the needs of patients cared for in hospitals.

We work under the guidance of your renal care specialists, providing you with the **products they have prescribed for your treatment**.

The primary purpose of our HomeCare program is to ensure you have the products and services you need to complete your treatment. Our extensive delivery network enables us to service patients across Australia and New Zealand, regardless of the location of your home. We are committed to providing you with consistent supply of all of your prescription requirements.

Our team of experienced and helpful Customer Care Specialists look forward to assisting you throughout the course of your treatment.

INTRODUCING OUR CUSTOMER CARE SPECIALISTS

Within a fortnight of joining the Vantive HomeCare program, one of our Customer Care Specialists will be in contact with you to introduce our HomeCare service. A Customer Care Specialist will introduce themselves, Vantive and the way we will engage with you.

A Customer Care team will be your point of contact at Vantive throughout the length of your treatment. Your team will help you plan deliveries and ensure you receive appropriate stock levels.



DIALYSIS OPTIONS

WHAT IS DIALYSIS?

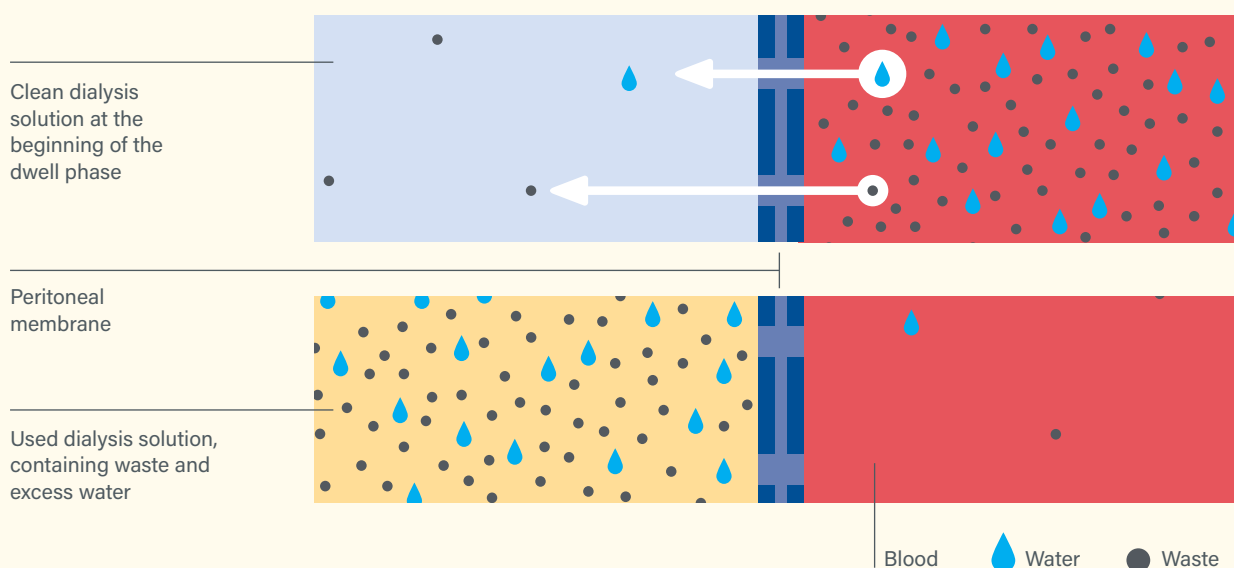
Dialysis is a process involving the removal of waste and extra fluid from your blood that your kidneys are no longer able to filter out. There are two forms of dialysis: **peritoneal dialysis** and **haemodialysis**. Your renal specialists have prescribed peritoneal dialysis for you. The key differences between peritoneal dialysis and haemodialysis are shared below.

WHAT IS PERITONEAL DIALYSIS (PD)?

Peritoneal dialysis occurs by **cleaning blood within the body**. It is a treatment that uses the lining of your abdomen – called the peritoneal membrane – to remove waste products from your blood. A fluid called dialysis solution (or dialysate) passes into your abdomen and cleans your blood by absorbing waste and excess fluid. The **dialysis solution** remains in your body for a prescribed period of time and is

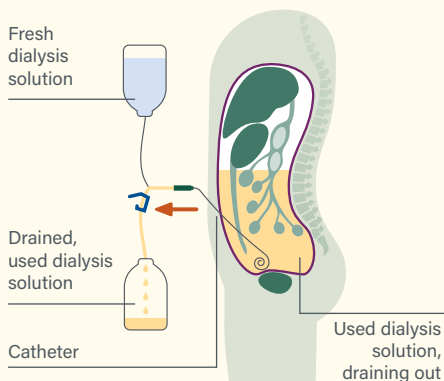
then drained out of your abdomen. This process is called an “exchange”, because you “exchange” your old dialysis solution for fresh solution.

There are 2 types of PD treatments available, both able to be managed at home: **continuous ambulatory peritoneal dialysis** (CAPD) and **automated peritoneal dialysis** (APD).

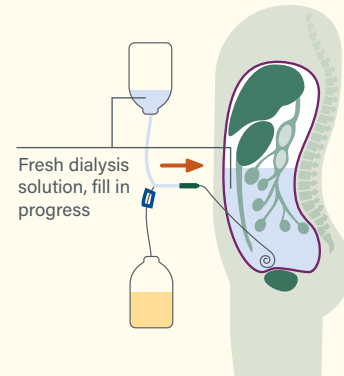


Exchange Process

1. DRAIN



2. FILL



3. DWELL



WHAT IS THE DIFFERENCE BETWEEN CAPD AND APD?

CAPD is performed during the day. It uses gravity to fill and drain dialysis solution from your abdomen. You usually perform **4 or 5 exchanges per day**, with each exchange usually taking up to 30 minutes to perform.

APD uses a machine to perform your exchanges. **APD usually takes place at night.** While you are sleeping, the machine drains used dialysis solution from your abdomen and supplies clean dialysis solution.



WHAT IS HAEMODIALYSIS (HD)?

This type of dialysis **cleans your blood outside your body**, by pumping your blood through a filter (called a dialyser) attached to a haemodialysis machine. HD usually involves treatments that last between 3 and 5 hours, 3 times a week, and is conducted within a home, hospital or renal unit environment.



DELIVERIES

MY FIRST DELIVERY

Your renal unit has already **placed your first order** directly with Vantive. This order includes all the products needed for your treatment, however, please note that any equipment or devices may arrive on a separate day.

Your first delivery will include supplies to cover your needs until the next scheduled delivery, in approximately 2-4 weeks.



MUST I BE HOME WHEN MY DELIVERY ARRIVES?

Yes, it is important that **someone is available to receive your order** on the day that has been nominated for your monthly home delivery.

If you cannot be home for your scheduled delivery, please contact your Customer Care team who may be able to arrange another date.

We will advise your delivery date to enable you to plan for someone to be at home. Our deliveries are made between normal business hours, which excludes weekends and public holidays.

PAUSING/CANCELLING MY DELIVERY

If you are going to be away from home for any period of time, **please advise your Customer Care Specialist** in order to avoid deliveries being made in your absence. When you return home again, please contact us so that we can resume your normal deliveries.



WHAT DO I DO WHEN MY DELIVERY ARRIVES?

The following steps **must be followed** each time a delivery is received:

1

Please ensure the pathway and environment leading to your storage area is clear and accessible to safely deliver your supplies. If you have any animals on the premises, please segregate or restrain them to allow our drivers to complete your delivery.

2

Our Vantive Delivery Specialist will place all your supplies wherever you intend to store them in your home.

3

Your stock must be rotated every time you receive a delivery. Please ensure your Delivery Specialist rotates your stock for you.

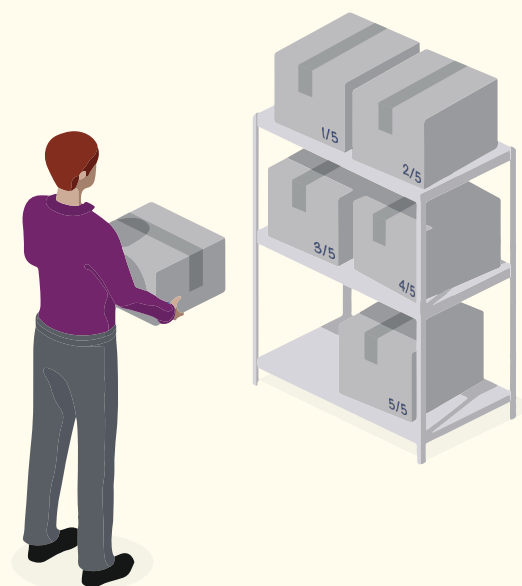
4

Please double check all the supplies listed on the delivery docket have been delivered to you. This **docket is provided by the Delivery Specialist**.

HOW DO I STORE MY SUPPLIES?

In order to **protect** and effectively **maintain** your supplies, it is important that you store your goods:

- > In a clean, dry environment
- > At normal room temperature
- > Out of direct sunlight
- > In the carton in which they are delivered



If items are missing from your delivery docket or if you have any concerns, please contact your Customer Support Specialist immediately.

SUPPLIES

HOW DO I ORDER MY SUPPLIES?

Your **supplies** are delivered every **28 days** (unless otherwise arranged).

Two weeks before each delivery date, Vantive will contact you to obtain a stocktake of your supplies. We require that you tell us the quantity you have of each of your products.

We use the information you provide to calculate how many supplies need to be provided to you in your next delivery. We will need you to **count both the unopened boxes and the open products**. Based on the supplies you have remaining, we calculate the quantity you will require for your order.



Your renal clinic will be asked to approve your order, and it will be delivered to you.

We offer a few ways to place your stocktake, including our Mobile Stocktake service. Mobile Stocktake can be completed at any time of the day that suits you. Your Customer Care Specialist will explain stocktake options in their introduction call with you.



Your stocktake list is included in your Welcome Pack for assistance with understanding the products you will order and receive.

PACKAGING DETAILS

Product name

Concentration

Expiry date



WHAT IF I HAVE A CONCERN WITH MY SUPPLIES?

1

Store the product to one side

2

Call your **Customer Care team** and provide them with the following information:

- > Name of the product
- > Product code
- > Batch number
- > What you believe the problem is

3

Vantive will arrange to have the product picked up from you and analysed (as part of our quality assurance process). These supplies will be replaced if needed.



Vantive is committed to providing you with quality products at all times.

DISPOSAL OF MY SUPPLIES?



Please dispose of your supplies in a **safe manner as instructed by your hospital staff.**

Check with your local council about recycling services available in your area for empty cartons, and correct disposal of your plastics and sharp objects. Vantive offers some recycling services and we encourage you to check with your Customer Care team if these are available in your area.

Vantive is committed to the care of our environment and the safety of others.

TRAVEL

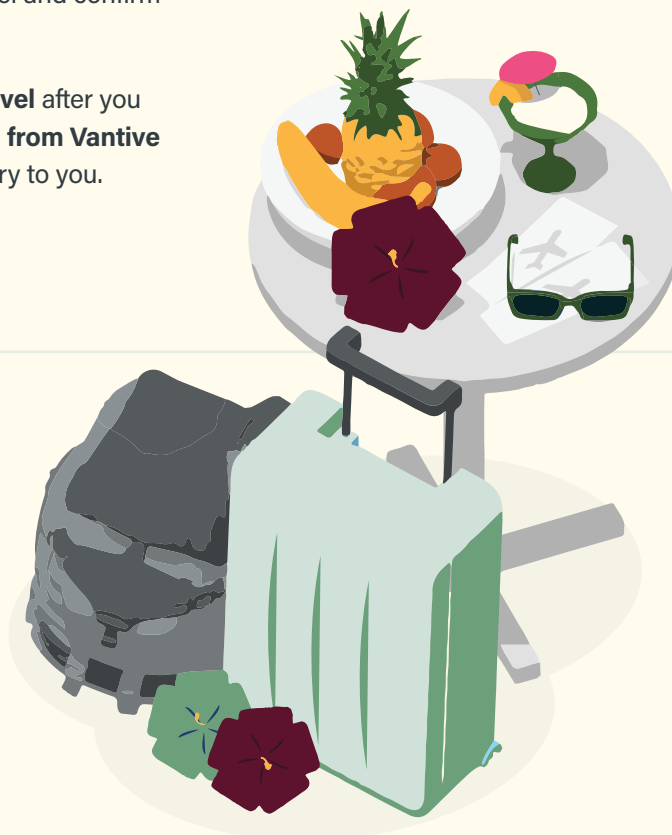
CAN I GO ON HOLIDAYS?

Yes. Vantive's Travel Club service can help you arrange delivery of your supplies to most destinations around Australia, New Zealand and the world to accommodate your holiday or working needs.

Your Welcome Pack contains a Travel Club book. **Please read and follow the guidance.** It contains more detail regarding travel while on PD and will be a valuable resource when preparing to travel.

If you are intending to travel, please **discuss your plans with your renal unit and nephrologist**, as they will need to authorise your travel and confirm your prescription order.

We encourage you to **book your travel** after you have received **written confirmation from Vantive** that we are able to guarantee delivery to you.



HOW DO I PLACE MY TRAVEL ORDER?

1

Gain **agreement from your renal unit** and nephrologist that you may travel

2

Confirm with your intended destination that there will be **ample area to store your dialysis supplies** during your stay, to ensure your order is not refused due to limited space

3

Contact your Vantive Customer Care team in accordance with the following schedule:

DESTINATION	DAYS NOTICE PRIOR TO DEPARTURE
For domestic travel within Australia and New Zealand	14 – 28 days
For overseas travel (excluding The Philippines)	90 days
For travel to The Philippines	120 days

4

Provide your Customer Care team with the following information:

- > Your full name
- > Duration of stay (number of days and months)
- > Date of departure (from home) and date of arrival (at destination)
- > Date of return (back to home)
- > Address, contact number and delivery address for supplies at the destination
- > Details of a safe place to leave the delivery if there is no one at the destination to receive goods
- > Requested stock delivery date

5

Your Customer Care Specialist will discuss your supply requirements with you and send you a copy of your order via email



Your Customer Care Specialist will send a copy of your order to your clinic for authorisation. Vantive will share the details you provide with your renal clinic. Your renal clinic will review the information.

WHEN CAN I BOOK MY TRAVEL?

We recommend that you wait until the following steps have occurred before you book your travel:

1

A copy of your required supplies will be sent by your Customer Care team to your clinic for authorisation of your supply requirements and confirmation that you may travel

2

If there are **charges for freight and product costs**, you will receive an invoice from Vantive for these charges

3

Upon receipt of the signed authorisation letter from your renal unit, and receipt of your payment for any additional costs, Vantive will process your order

4

Your Customer Care team will send a **confirmation communication via email** to you, detailing:

- The supplies that will be delivered
- Delivery date of supplies
- Address to which your supplies will be delivered
- Address and contact of the nearest Vantive office
- Address and contact of the nearest PD unit



You are then free to book your travel!



BEFORE YOU GO

We advise you to book your travel after you have received written communication from us that your delivery is confirmed.

IMPORTANT TRAVEL REMINDERS

Please read and follow the detailed information contained in your Travel Club book.

- > We strongly advise you to book your holiday after you have received **written confirmation from Vantive** that we are able to guarantee delivery to you
- > We recommend that you take **2 or 3 days of CAPD supplies as a back-up** for any delivery delays or a problem with your APD machine
- > We recommend that you ensure you have **adequate travel insurance** to cover any medical contingencies that may arise
- > If you have **excess stock left after your holiday**, please **arrange for appropriate disposal**. Vantive can advise on methods of disposal, however, we will not collect unused product from your travel destination.
- > Please **ensure all electrical equipment is transported in the correct case or boxes** to ensure damage does not occur during transit. **Damage to equipment not transported in the correct manner will be your responsibility**. Be sure to ask your Customer Care team for information on the correct travel packaging for any machines or equipment used in your therapy.
- > If you use a machine to perform your therapy, remember **different countries/cruise liners have different requirements in power supply and connectors**. Your equipment may need an electrical transformer and adaptor to function.



To confirm equipment requirements, contact the Technical Support Services team at Vantive:

AUSTRALIA: 1800 920 133
within Australia

NEW ZEALAND: 0800 436 770
within New Zealand

MOVING HOUSE

WHAT HAPPENS WHEN I MOVE HOUSE?

If you are moving house, please notify your Customer Care Team. This will ensure that there will be no interruption to your deliveries.

Please provide:

- > Your new address
- > Your new telephone number
- > The date you will be moving



Please note that the costs associated with the transportation of supplies from your old home to your new home is your responsibility.

NOTES

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IMPORTANT CONTACTS

		 AUSTRALIA		 NEW ZEALAND	
NATURE OF INQUIRY	WHO TO CONTACT	TELEPHONE NUMBER	HOURS OF OPERATION	TELEPHONE NUMBER	HOURS OF OPERATION
Stocktake Mobile Stocktake support Product inquiries Travel inquiries	Vantive HomeCare	1800 920 133	8:00 am to 5:30 pm (AEST/AEDT)	0800 436 770	8:00 am to 5:30 pm
Support with therapy devices and equipment	Vantive Technical Services	1800 920 133	24 hours x 7 days a week	0800 436 770	24 hours x 7 days a week
Treatment emergency	Your renal unit or hospital				
Severe medical emergency		000	24 hours x 7 days a week	111	24 hours x 7 days a week



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