

Home at Last

A Quarterly Publication for the NxStage® Home HD Community

Home Hemo Heroes *Home Program Training Nurses*

November 2007

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Since launching our *Home at Last* newsletter, the editorial staff has received numerous emails and phone calls from patients and other family members regarding their training nurses. We'd like to recognize some of them in this issue, as they are so important to a successful home HD program. Their knowledge, experience, training capabilities, support, and patience help NxStage users and their partners go home with the confidence and ability they need to succeed. Here are just a few comments:

"I wanted to take this opportunity to inform NxStage of an outstanding employee from the RCP Dunwoody Center in Sandy Springs, GA, named Mr. George Nichols...he is always available for help when needed and is very knowledgeable about NxStage. As a patient, I am very pleased with his professionalism at all times. I just wanted NxStage to know how much I appreciate him."



George Nichols of RCP Dunwoody Center, Sandy Springs, GA



Mary Denning of DaVita, Gainesville, GA

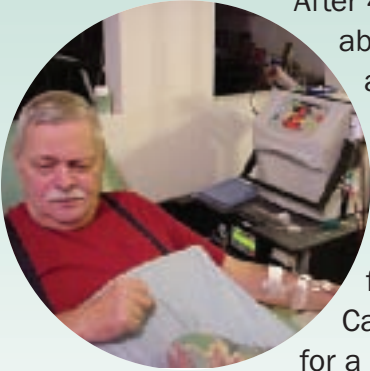
"I want to recognize our trainer, Mary Denning of DaVita – Gainesville, GA. She's been a big blessing in my life and really changed things. After two years of in-center and not being able to do PD, I felt I had nowhere to go. I was ready to give up. Mary told me about NxStage and the buttonhole technique, making it very understandable and making my partner and I feel like we could do this. I'm feeling so much better now, and I have a new lease on life thanks to Mary."

(continued on page 2)



Patient Spotlight:

Mike's Story: Camping with NxStage



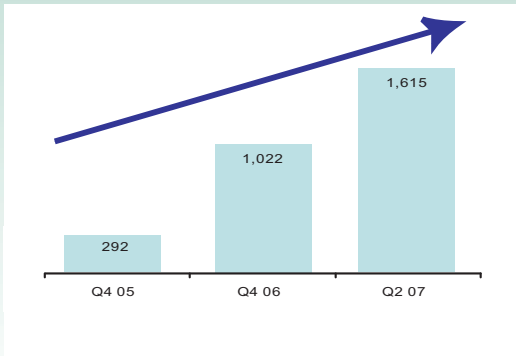
After 4-1/2 years of in-center dialysis, Mike P heard through a fellow patient about the NxStage System. He thought it sounded too good to be true. Mike and his wife Carolyn went to RAI Care Centers in Omaha, NE to see if they could qualify for this new home dialysis treatment and immediately signed up for the training. After two weeks in the clinic training on the NxStage machine, they were sent home to begin their "new life." With just two months under his belt on the system and the encouragement from his nephrologist (and good monthly labs of course!), Mike and Carolyn decided to go on a two-week vacation – something they hadn't done for a very long time.

Mike loaded the System One cyclor and headed north. When they arrived at their vacation spot, they set up the machine. Mike's treatments went on without a hitch. He and Carolyn were free to visit family, enjoy the wooded scenery and take walks under the stars.

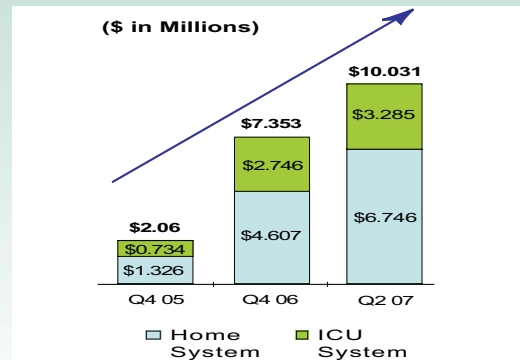
Carolyn encourages others to work with your nephrologist, clinic and NxStage, then "head out to your favorite vacation spot – one you thought was lost to you, but with NxStage it can happen!"

Please Note: When traveling with their system, patients should always continue to follow their doctor's prescription and perform their therapies as outlined in the instructions provided by NxStage (User's Guide and Quick Start Notes). Patients should also talk to their center before traveling about how to maintain a clean area for dialysis and manage cartridge waste.

Quarterly Dashboard



of NxStage Active Patients



Revenues

Home Hemo Heroes (continued from cover)

"I was blessed to train with a team of nurses at Clarian Health/IU – Patti Christ, Sandy Wood, Connie Summitt, Rita Blevens, and Cathy Cox. These ladies calm you when you are near panic, give you encouragement, support and build the confidence you need in order to learn how to resolve critical issues when at home doing your daily dialysis. We are so very thankful for their dedication and how they have provided me the flexibility and ability to resume living again. I am no longer just surviving but have my quality of life back."



All of us at NxStage salute each and every home hemodialysis training nurse... the true heroes and lifelines to their patients!

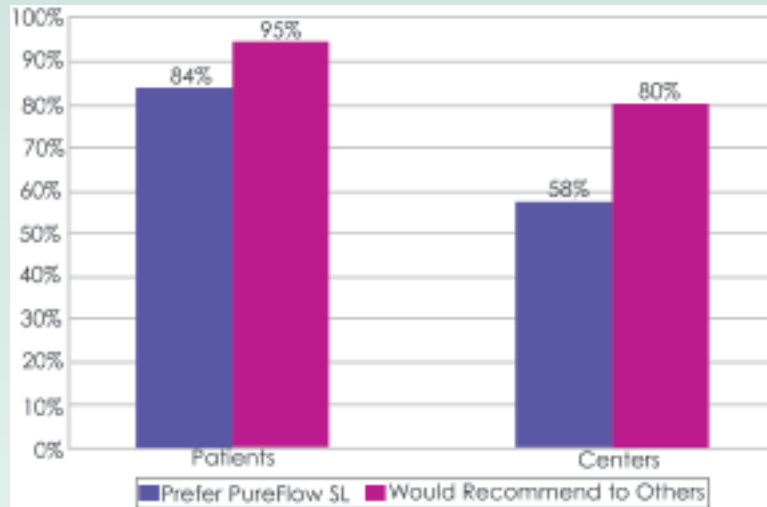
The Home Dialysis Team at Clarian Health/IU

PureFlow SL Survey Results Are In

In June, NxStage mailed a survey on our PureFlow SL dialysate preparation system to more than 200 centers and 900 patients. The response was fantastic: 41% (88) of centers and 34% (315) of patients responded. Compared to typical surveys, this response rate is very high – thank you for taking the time to complete the survey and for the candid feedback you provided!

We asked a number of questions including:

- Do you prefer the System One with PureFlow SL to your previous system?
- Would you recommend the PureFlow SL to other patients?



We see these results as very positive, especially since the majority of you told us that you had experienced one or more problems with the system. Throughout the year, NxStage has worked to improve reliability of the PureFlow SL system. In fact, since January the overall report of issues is down **60%**!

We also read and ‘heard’ the general comments you provided. NxStage has already launched two new dialysate batch sizes (40L and 50L sacks), to make it more convenient for patients with other dialysate volume prescriptions to save time, reduce the amount of unused dialysate drained, and extend your PAK life.



Even more importantly, we’ve incorporated your feedback into a new version of software. The main features/improvements in this software upgrade are:

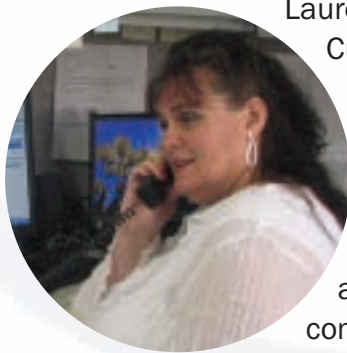
- Better interface to prevent unintentional SAK drains
- Improved alarm system to eliminate some “nuisance” alarms and provide better information to explain where a failure occurred
- Ability to recover from PAK prime during a power failure
- Easier release of dialysate or water for sampling, if needed
- Ability to upgrade software with a thumb drive

To help you become more familiar with your PureFlow SL system, we’ve developed (with the help of our clinical, technical and product teams) a quiz on page 4. **So see how you do!**

PureFlow SL Quiz (Answers below)

1. Besides the expiration date, the length of the PAK life relies on which of the following:
 - a. Where you connect the water (faucet, under sink or washer)
 - b. The quality of your water
 - c. Your water pressure
 - d. All of the above.
2. True or False: The PAK will let you know when it is time to change it.
3. From the time you start making a batch, the dialysate batch is good for [Fill in the blank] _____ hours.
4. True or False: When you make a batch, only one of the blue clamps is open.
5. When priming a pack, the blue clamped line gets connected to the [Fill in the blank] _____
6. When must your water be turned on?
 - a. During prime
 - b. When making a batch
 - c. While draining a batch
 - d. All of the above
7. True or False: Checking all connections to ensure they are tight is one of the best ways to prevent a leak while priming or making a batch.

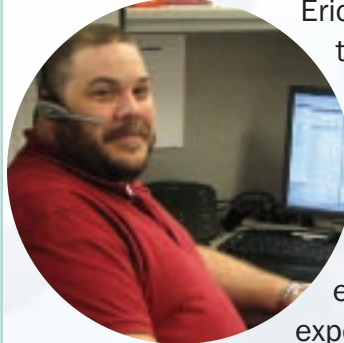
**Customer Service Spotlight:
Lauren Patrikis**



Lauren Patrikis joined the Customer Service team in May of this year, bringing more than 20 years of Customer Support experience. This is her first job with a medical device company, and Lauren loves

to help patients resolve their issues or ensure they enjoy a hassle-free trip with their system. Already an invaluable member of NxStage, Lauren says "the people I work with are fantastic and I look forward to many years helping NxStage patients." As a single mom, Lauren spends most of her free time at her 13-year old son's sporting events.

**Technical Support Spotlight:
Eric Myers**



Eric Myers recently joined the NxStage team, and comes to us with over 10 years of dialysis industry experience. He has worked in chronic in-center and home environments, and has experience in DI/RO

equipment sales and service. Eric is based on the West Coast, and during his free time he enjoys boating, camping, and spending time with friends. Asked what he finds most rewarding about NxStage, Eric says, "seeing the difference home hemodialysis makes in a patient's life is absolutely amazing."

Answers:

1. b 2. True 3. 72 4. False, all 3 clamps must be open 5. Conductivity Sensor Connector (orange) 6. d 7. True

NxStage Celebrates Customer Service Week

Customer Service Week was first celebrated in 1988 to recognize the importance of customer service and honor the people “on the front lines”. Today, it is an international event that is held annually the first full week of October. NxStage participated for the first time this year, recognizing its Customer Service and Technical Support teams with fun activities, prizes and lots of food. The theme for the week’s events was “Making the Difference.”

We’d like to continue the recognition of those who really “Make the Difference” to our customers and the NxStage business each and every day. If you’ve had a great experience when dealing with a NxStage employee, please share this information via email to newsletter@nxstage.com. Provide as much detail as you can, such as the name, date of experience, background of the situation, and what they did to exceed your service expectations. Thank you!



Customer Support: Making Investments to Improve Your Experience

As more and more patients embrace the NxStage System One, it’s important that we continually look for ways to improve our service to you. We’ve made some significant investments in 2007 including:



- The addition of eight new Customer Support Specialists (CSS) and we expect to hire another four Specialists before the end of the year.
- The addition of four new Technical Support Representatives. The Technical Support Group schedule is now staggered so that ‘regular hours’ now include the overnight shift. This enables us to answer your questions during non-traditional hours. Another three reps will also be added to the team by the end of 2007.
- A brand new Spherically phone system.

The new phone system, according to Ron Magee, Director of Technical Support, “will allow us to allocate resources where needed. Plus, after hours, we can answer more calls directly (versus through the answering service) through the new direct queue feature.”

Judith Taylor, Vice President of Customer Experience, added that the new phone system will:

- Enable CSS to answer customer calls from any location through their laptop computers.
- Track “wait time” so that we can minimize your “on hold” time.

We hope you notice the difference! Let us know how we’re doing!

Did you know?

Did you know that fewer than 1 in 8 patients know about home hemodialysis?¹ As a current patient on NxStage home hemodialysis, you already know that it's a real option that is available today. However, we are still working diligently in the community with our patients, customers, industry partners and government leaders to realize the vision of better, simpler, more accessible renal care.

Help us spread the word about home daily therapy—so we can all lead a movement together to dramatically improve renal care. Also, look on our website (www.nxstage.com) for updated patient-focused information and educational materials coming soon.

1. Mehrotra, R., Marsh, D., Vonesh, E., et al. 2005. Patient education and access of ESRD patients to renal replacement therapies beyond in-center hemodialysis. *Kidney International*, volume 68, issue 1 (July): 378-90.

Home at Last is published quarterly for dialysis centers and their patients by NxStage Medical, Inc.

Disclaimer: This newsletter was developed to provide an interactive forum for the NxStage chronic community. It is not intended to replace the NxStage System One Users Guide nor Cartridge Instructions for Use.

Home at Last provides general information and is not intended to serve as a treatment guide. Home daily therapies are not for everyone. They require a patient and a partner who are committed to being trained on and following the guidelines for proper system operation, as well as their dialysis prescription, which may require treatments up to six days per week. The NxStage System One is a prescription device and, like all medical devices, involves some risks. Patients should consult with their doctor to understand the risks and responsibilities of home and/or daily hemodialysis using the NxStage System One.

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