

# Home at Last

A Quarterly Publication for the NxStage® Home HD Community

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### Patient Spotlight

## Hitting the Open Road with NxStage: Rory's Story

It's one of the classic images of American life: a man crisscrossing the country on a shiny motorcycle, enjoying the freedom of the open road, and taking in the famous sights – the snow-capped Rockies, the Dakota Badlands, stately Mt. Rushmore, and glittering Las Vegas.

For Rory G., a relative newcomer to NxStage and lifelong biking enthusiast, the summer of 2009 was a chance to hear once again the roar of his Harley on a two-week trip from California to South Dakota to attend the legendary Sturgis Motorcycle Rally. "Live to Ride, Ride to Live" is no mere slogan: It's Rory's way of life - and dialysis wasn't going to be a roadblock to enjoying his passion.

"I'm an active person who likes the outdoors and camping, and I've been riding bikes since I was in high school," he said. "I didn't want to lose that. So when my nephrologist, Dr. Patricia Blakely, told me about NxStage, I started to research it and I realized that this was the best choice for my lifestyle. I could do dialysis while still living my life."



(continued on page 2)



## Email Opt-in

NxStage would like to increase its use of email communication as a way of reaching out to our users with important and useful information. These communications may include product news and updates, customer service updates, user tips and events, and other news that affects the home hemodialysis community in general.

If you'd like to receive email communication from NxStage, please make sure we have your email address on file. You can provide it to your Customer Support Specialist or email [newsletter@nxstage.com](mailto:newsletter@nxstage.com). Please be aware that you can "opt out" of our email list at any time.

We hope you will find this type of communication helpful, and we look forward to enjoying closer communication with you electronically! 🌟



“NxStage lets me still live my life,” he said. “Yeah, I need to dialyze, but I still want to travel and do what I’ve done in the past.”

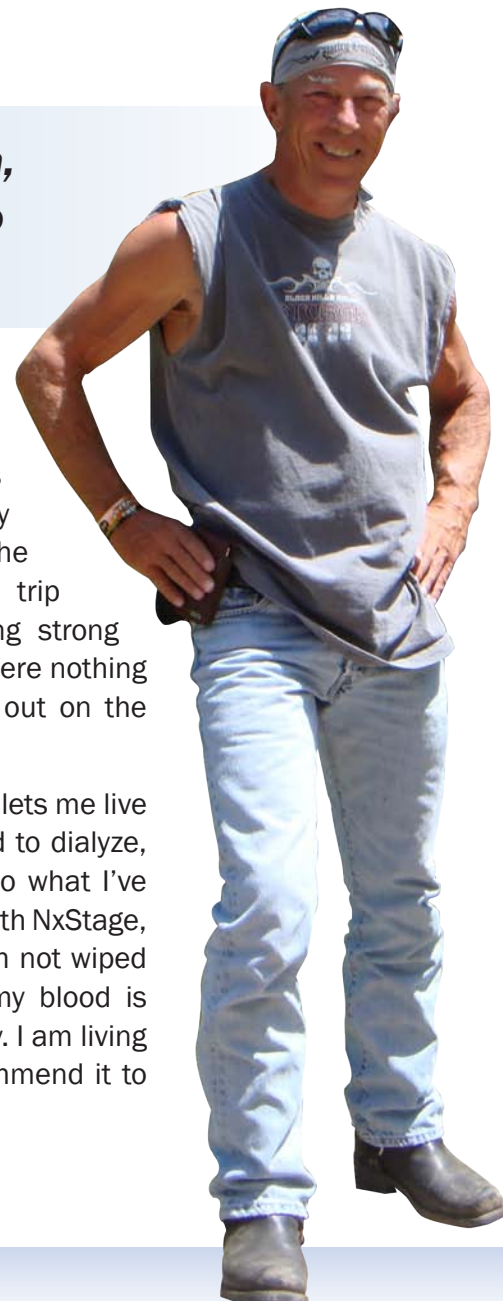
### Patient Spotlight (continued)

Although Rory lives on his own, he has the help of his good friend, Judy, who went through NxStage training with him at RAI Redlands (CA) and has been a steady presence during treatments. As the time for the two-week trip drew near, Rory carefully planned his strategy, which included carrying some supplies with him and shipping others to two stops on his way. “I bought an American Legend trailer for my bike just so I could carry ‘Elvira’ – that’s what I call the NxStage cyclor – and my supplies,” he said.

After dialyzing in his Southern California home, Rory and Judy hit the road for Vegas, where they stayed with friends. The next day they reached Rock Springs, Wyoming, and the following morning they headed

to Sturgis. Rory dialyzed as planned at the legendary Buffalo Chip campground in the heart of the Rally. While the trip had its challenges – including strong wind and hail – for Rory, they were nothing compared to the joy of being out on the road and with his fellow bikers.

“It’s as simple as this: NxStage lets me live my life,” he says. “Yeah, I need to dialyze, but I still want to travel and do what I’ve done in the past. The thing is, with NxStage, I feel a whole lot better and I’m not wiped out. With daily treatments, my blood is cleaner and I have more energy. I am living a good life right now. I’d recommend it to any dialysis patient.” 🌟



## In the News

### NxStage Patients Bring Passion to Volunteer Advocacy Roles

For rare individuals, the experience of personal suffering becomes a catalyst for exceptional public leadership. For several NxStage users, living with kidney failure has inspired them to become citizen-advocates who are leading grassroots lobbying and education efforts to improve the lives of their fellow dialysis patients.

Erich D. of East Lansing, Michigan, focuses on initiatives to ensure patients are aware of and have access to the best possible treatments. As chair and board member of the public policy committee of Dialysis Patient Citizens, Erich lobbies at the state and federal level. “We want national policy changes to let more people opt for home dialysis as a first choice in dialysis,” he insists. “We try to showcase people on dialysis and the very active lives they are leading. We bring ‘patient ambassadors’ to Capitol Hill and urge legislators to visit dialysis centers and at-home patients so they can see the impact of their choices. Dialysis is just something we have to do; it doesn’t define us. Our actions speak for who we really are.”

“**We’re helping increase awareness among legislators and medical professionals that patients want to be involved in their own care.**”

Ted L. of Jacksonville Beach, Florida, advocates for greater adoption of the Anatomical Gift Act (AGA), which helps ensure organ recovery professionals honor donors’ wishes. Ted wrote a bill, enacted in 2003, that strengthened Florida’s Anatomical Gift Act. Since then, Ted has led efforts to expand the adoption of his model legislation in Illinois, California, and other states. The impact of his efforts has been overwhelming.

“I started this in 1997,” says Ted, “and now the state legislation has become uniform and is enacted in 47 states. Today, 57 of the 58 organ recovery agencies have changed their systems to comply and honor documented organ and tissue gifts. I’m happy to report that the number of recoveries is rising faster than ever. We’re approaching 10,000 recoveries annually – about twice the previous rate.”

For Kathe L., a NxStage patient from Latham, NY, advocacy means empowering patients to respond to their challenges. She’s the program manager for the Renal Support Network’s Wellness & Educational Kidney Advocacy Network (weKAN), a patient-to-patient association that helps people navigate a range of dialysis- or kidney-related issues. She joined the RSN and has gone on to help run conferences and testify before Congress.

“WeKAN is unique because we enable patients to help one another understand vital issues,” Kathe explains. “We address a broad range of issues, such as renal replacement therapy options, life enhancement issues, the availability of community resources, pending regulatory and legislative issues, the importance of medication and dietary adherence, and how to provide emotional support to patients and family members. We’re helping increase awareness among legislators and medical professionals that patients want to be involved in their own care.”



To learn more about these patient advocacy efforts, visit:

[www.dialysispatients.org](http://www.dialysispatients.org)

[www.rsnhope.org/1weKAN/AboutweKAN.php](http://www.rsnhope.org/1weKAN/AboutweKAN.php)

## Product Returns: Tips & Reminders

By Kaitlin Carney, Returns Coordinator

While NxStage strives to continuously improve the products you rely on for dialysis, there are times when equipment or supplies simply need to be returned. Equipment may require routine maintenance or have an issue that requires repair. In the case of damaged supplies, NxStage may ask for products to be returned so we can investigate the root cause of the problem. As a Returns Coordinator for NxStage, my job is to make it easy for you to “swap out” your equipment and return damaged supplies when necessary.

### Equipment Returns

If your Tech Support Specialist determines your equipment needs to be replaced, he or she will notify one of the Returns Coordinators. We then generate both a new equipment order and a “Return Authorization.” Our goal is to get you the replacement within one business day, which we achieve 99 percent of the time.

**If it's a System One™ cyclor being swapped**, a courier will deliver the new cyclor to your house and pick up the old one at the same time.

**If it's a PureFlow™ SL unit or other piece of equipment**, UPS will deliver the new equipment to your house, and you'll have several days to pack up the old equipment for return to NxStage. When the replacement arrives, just remove it from the box, pack the old equipment in the same box, and seal it shut with fresh packing tape. Within three days, you'll get an automated phone call telling you when to expect a UPS pickup for the return equipment. The UPS driver will arrive with a label to retrieve the equipment.

**Please remember:** NEVER discard any equipment, i.e., System One components (cyclor, warmer, IV pole, base, etc.) and PureFlow SL components (chassis, control unit, pre-treatment kit, etc.).

### Disposable Product Returns

**If your Tech Support Specialist recommends returning a disposable product** such as a cartridge or dialysate SAK, NxStage will send you a Return Kit. This is simply a UPS Express box containing a pre-printed return label and instructions on how to package the specific item. You'll find the return label in the plastic packing slip envelope on the front of the box. Once you've packed up the return item, apply the pre-printed return label over the original shipping label and hand it off to any UPS driver – or call NxStage and we'll arrange the pickup.

**If we ask you to return a purification PAK**, kindly package it in the box from new replacement PAK.

**If you have any questions about product returns, feel free to call me or any of the Returns Coordinators at 1-866-NXSTAGE (1-866-697-8243), ext. 5115.**

“Our goal is to get you the replacement within one business day, which we achieve 99 percent of the time.”



## Customer Service Spotlight

### Kristina Green Senior Customer Support Specialist



No day is ever quite the same for Kristina Green, a veteran member of the NxStage customer support team – and that’s just the way she likes it. Whether it’s putting in the extra hours to call customers and meet shipping deadlines or helping patients cope with the aftermath of a hurricane,

Kristina approaches her job with exceptional passion. It was that commitment and talent that led to her recent promotion to senior customer support specialist.

“The secret is, I get to work with a great team,” says Kristina. “When a challenge comes up, it’s great to be able to pull together as a team and find the answers.” That collaboration was essential last year when Hurricane Ike roared through Texas, forcing hundreds of patients to relocate. “Some of the clinics’ home dialysis nurses were working out of motels with their cell phones. We helped them to track down their patients, found out if they needed supplies, then mapped out routes to get the product to them. Some evacuees even had to leave their equipment behind, so it was a big challenge that took us weeks to sort through. But we did.”

According to Kristina, the daily challenges and impromptu issues are all part of the satisfaction she gets from working at NxStage. “The best part is just speaking to our patients,” she says. “It’s great to see how they’re doing with their therapy and hearing how their quality of life has improved. The chance to have that kind of impact makes this a very special job. It keeps me going.” 🌸

## Technical Service Spotlight

### Bob Gorgone The Reassuring Voice at 3 a.m.

For most patients, the quality of the NxStage System One upholds a level of reliability they count on 24/7. But, of course, issues or questions can arise that lead a patient to call NxStage for troubleshooting assistance. Fortunately those instances are infrequent – and even more fortunately, when they happen during the night, Bob Gorgone, Technical Support Specialist, is on the job to take the call.

Bob works the overnight shift from 11:30p.m. to 7:30 a.m. ET. “Usually, when we get a call it’s because there’s a machine beeping that’s alerted the patient,” he says. “They might be making a batch of dialysate, or maybe they’re doing their treatment. Most times, I can envision what’s going on and walk them through the troubleshooting pretty quickly. Sometimes they can be a little nervous, so part of my job is to let them know that everything’s going to be OK.”

In most cases, Bob, a former U.S. Marine, can resolve the situation right away. “The trick is to translate all of that technical jargon into words people understand,” he notes. “I really enjoy the ability to make a positive difference in someone’s life. Many times, the callers are newer patients who are a little unsure. When something doesn’t go as planned and it’s late at night (or early morning), that can be frustrating. I like to be the guy who helps them through this challenge, assures them that they’re not alone, and gives them the confidence

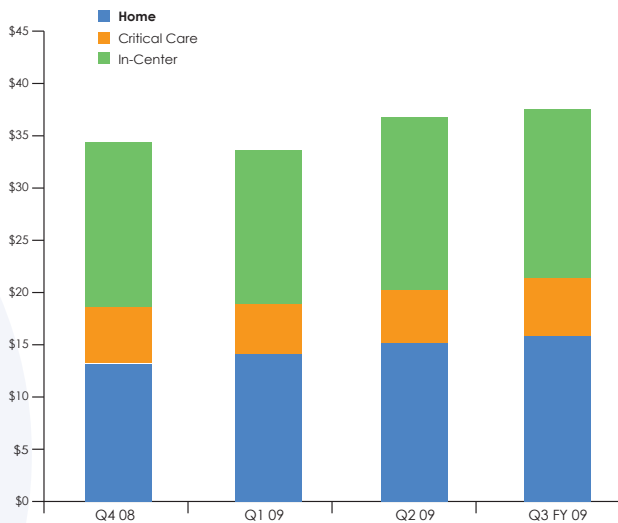
they need to keep going and, ideally, achieve a better quality of life. I guess what I enjoy the most is being able to say ‘You’re welcome’ at the end of the call.” 🌸





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## NxSTAGE GROWTH DASHBOARD Revenues in Millions



### Home at Last

Editor, Mary Scourick

### WE WANT TO HEAR FROM YOU!

Please send us your feedback!

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