



PERITONEAL DIALYSIS TRAVEL CLUB

Your guide to travelling
on peritoneal dialysis

Vantive



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Whilst Vantive takes every responsible action to arrange for transportation of your supplies, circumstances out of our control may impact upon the delivery to your destination. This may include any action, which could cause transportation disruption, changes to airline or shipping line schedules etc.

Accordingly, Vantive will not be liable for any late or non-delivery caused by a third party or parties, nor for any direct or indirect loss including consequential loss, resulting from the actions of any third parties.



INTRODUCING THE TRAVEL CLUB

Our Travel Club service is specifically designed to assist **travelling on peritoneal dialysis around Australia, New Zealand** and the world. You can be confident that Vantive is beside you every step of the way, allowing you to continue your therapy while you travel for work or pleasure.

Our **Travel Club** is enabled by **Vantive's** extensive global manufacturing and distributor services. We utilise this worldwide network to source and deliver your solutions and consumables to most large cities around the world.

Our dedicated HomeCare team will help co-ordinate the delivery of your products.

We are proud to offer you the **freedom to travel** with the assurance that you can complete your dialysis, supported by **Vantive**. Our experienced team is ready to work with you, and your renal unit, to ensure your therapy seamlessly continues during your travel.



TRAVEL CLUB DESTINATIONS

Due to frequent changes in country regulations, supply and geographic constraints, it is important to discuss your intended travel destination with your Vantive Customer Care team for the latest information.

To ensure that we can supply your dialysis requirements, including technical assistance, we will review the coverage we can provide at the time of your travel preparation.

Vantive Travel Club requires that the intended destination must have support from a Vantive facility or distributor.

Our Customer Care team require the following notice to have adequate time to prepare for your travel:

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

Please ensure you have received written confirmation from Vantive that we are able to guarantee delivery to you, prior to booking your travel



THERAPY OPTIONS WHEN TRAVELLING

There are many renal units across Australia and New Zealand that will approve patients to complete only CAPD while travelling overseas, and will not approve patients to travel overseas on APD. This is due to the risk of being unable to complete therapy should there be challenges using the APD machine while in another country.

There are special considerations and circumstances when travelling while on APD. These are covered on **page 22**.

COSTS ASSOCIATED WITH THE TRAVEL CLUB



Prescription costs

Your travel solutions and consumables will be shipped to your travel destination from the closest Vantive manufacturing site that manufactures goods matching your prescription. As a result of this process, the cost of the solutions and consumables are subject to local manufacturing costs and exchange rates.

In many instances, the cost to purchase product can be covered by the cost that your local clinic pays for the product. In these instances, the cost will be covered by your clinic and is free of charge to you. In rare instances, the cost to purchase product at your travel destination is higher than the cost your renal unit pays for your supplies. The additional costs may be your responsibility, and if so, must be paid to Vantive prior to departure.

A quotation for the cost of goods will be obtained at the time of order placement. If required, your Vantive Customer Care team will make arrangements with you directly for payment.



Freight costs

For travel within Australia and New Zealand, Vantive will cover the freight costs incurred. For international destinations, your goods are shipped from the Vantive office or distributor closest to the travel destination. Freight costs will be dependent on the distance travelled. For example, should you be visiting a remote island or village, freight costs are likely to be higher than if visiting a major metropolitan city.

Freight costs are your responsibility. Our HomeCare team will advise you at the time of booking, of the costs involved in freighting and handling your supplies. All fees must be paid prior to Vantive processing your Travel Club order.

BOOKING YOUR TRAVEL



Travel bookings

We strongly advise you to wait to book your travel until after you have received written confirmation from Vantive that we are able to guarantee delivery to you.

It is important you read the information in the following pages that inform you of the process to place your Travel Club order, and the confirmation that will be issued to you.

Once you have received your confirmation email (detailed on **page 14**), you are free to book your travel!

PLACING YOUR TRAVEL CLUB ORDER

Before booking any travel, whether for work or pleasure, it is important to follow these steps:

1. Ensure your nephrologist or renal unit confirms to Vantive via email that you may travel
2. Contact your intended destination to confirm:
 - That they will be able to accept and store your supplies before you arrive, ensuring they would be aware of the number of cartons that will be delivered and that they are medical products
 - That there is ample area to store your dialysis supplies during your stay, to ensure your order is not refused due to limited space
 - That they are aware of storage conditions: storage in a clean location at room temperature not exceeding 25°C, out of direct sunlight
3. Contact our HomeCare team to check that your supplies can be made available to your chosen holiday destination
4. Contact our HomeCare team to prepare for your travel 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 Phillippines	120 days

5. Provide the following information to your renal unit. Your renal team will provide this to Vantive to commence your Travel Club request.

- 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
- Any other special delivery instructions

APPROVAL OF YOUR TRAVEL CLUB REQUEST

You will receive a written copy of your order. We require your approval of the information contained in this order. Ensure all details on the order are correct and return this documentation as soon as possible. Notify the Vantive HomeCare team immediately if there are any discrepancies or corrections required.

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.

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

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.

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

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

We recommend that you do not book your travel until you have received the confirmation email from us.

- Many destinations outside of Australia/New Zealand have different product codes to those used locally. This is why different product codes will appear on your order confirmation form.
- The date of delivery at your travel destination will be scheduled for 3 days prior to your planned arrival date. This is so you are able to contact your holiday destination prior to your departure to confirm your supplies have arrived. It is important that you have agreement from your destination to accept your order ahead of your arrival (**see page 17**).



PREPARING WELL PRIOR TO YOUR DEPARTURE

To ensure everything is prepared for successful therapy while you are travelling, please follow these instructions:

- Contact your travel destination to confirm your supplies have arrived safely. Check the number of boxes delivered is correct and confirm where your goods will be stored until your arrival. We recommend you make contact no later than the morning after the delivery date stated on your confirmation letter. Please contact your renal unit and our HomeCare team immediately if any issues arise.
- Most airlines will permit medically-related excess baggage at no additional cost. At the time of booking your flight, advise the airline that you will have medical equipment.
- Contact your renal unit to ensure you have obtained a letter from your doctor, explaining your medical condition and stating any medication/consumables you are carrying within your luggage
- Contact your renal unit to ensure you have all the necessary paperwork and for advice on medical matters while you are travelling
- Contact either the Australian or New Zealand Embassy/Consulate in the country you are visiting to advise your travel arrangements, to confirm procedures for customs clearance and to obtain advice on permits/duties/taxes that may be applicable for your supplies
- Ensure you have packed your Vantive Travel Club confirmation letter listing the items that should have been delivered and important contact numbers
- Ensure you have the appropriate power lead/adaptor for your bag warmer
- Ensure you have all necessary medication for the duration of your travel
- Ensure you have adequate travel insurance to cover any medical contingencies that may arise

UPON ARRIVAL AT YOUR TRAVEL DESTINATION

When you arrive at your destination, check that all your supplies are correct and contact the local Vantive Travel Coordinator immediately if there are any discrepancies. Contact details will be provided in your confirmation letter. If you cannot reach this person or you experience language difficulties, call our HomeCare team:

	FROM WITHIN THE COUNTRY	FROM ANY OTHER COUNTRY
Australia	1800 920 133	+61 2 9848 1111
New Zealand	0800 436 770	+64 9 5742 400

We will attempt to limit the excess stock that is delivered, but in circumstances where there is additional supplied, please arrange for it to be disposed of thoughtfully as Vantive does not collect supplies from your destination.

TRANSPORTING YOUR BAG WARMER

Before confirming any air travel arrangements, you or your travel agent should confirm that the airline will accept your bag warmer on board. Some airlines will allow the machines to be carried as hand luggage; others will store them in the hold of the aircraft.

Some airlines do have a separate check in for fragile goods. Any excess baggage charges are at the discretion of the airline and are the responsibility of the patient.

WEIGHT AND DIMENSIONS OF THE BAG WARMER ARE AS FOLLOWS:

Length:	49cm
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Height:	20cm
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Width:	21cm
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Weight:	1.2kg
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The bag warmer provided by Vantive can safely pass through x-ray machines.

It is important to take the appropriate power adaptor for the country to which you are travelling.

DEALING WITH EMERGENCY SITUATIONS

Please follow the guidance below should any of the following situations arise:

Your supplies have not arrived at your travel destination

If you are advised that your supplies have not arrived, contact the local Vantive Travel Coordinator immediately. Their details will be provided in the confirmation email. If you are unable to obtain confirmation of delivery (due to the language barrier or any other reason), contact the Australian or New Zealand HomeCare Customer Care Team:

	FROM WITHIN THE COUNTRY	FROM ANY OTHER COUNTRY
Australia	1800 920 133	+61 2 9848 1111
New Zealand	0800 436 770	+64 9 5742 400

Your supplies are incorrect or damaged

If there are issues with the delivered supplies, contact the local Vantive Travel Coordinator as soon as possible. Contact details will be provided in your confirmation letter. If you experience any difficulties, contact Australian or New Zealand HomeCare.

	FROM WITHIN THE COUNTRY	FROM ANY OTHER COUNTRY
Australia	1800 920 133	+61 2 9848 1111
New Zealand	0800 436 770	+64 9 5742 400

You find you are running low in supplies

If you are running low in your supplies, contact your renal unit who will then place an order with Vantive. Please note that supply at short notice may not be possible in some countries.

You experience a medical problem

Vantive recommends you contact your renal unit at the first signs of any medical problem, as they may be able to give you advice over the telephone. If your renal unit is unable to assist you, contact your local PD centre (address and contact number provided where available in your confirmation letter).

If your medical problem has not been addressed, go to your nearest hospital facility.

Your bag warmer is lost or stops functioning correctly

In the event that you experience difficulties with your bag warmer, please contact your clinic as soon as possible for advice on managing your treatment until you return home.

SPECIAL CONSIDERATIONS FOR APD PATIENTS

Many dialysis units will not permit patients to travel on automated peritoneal dialysis (APD) and will instead require that they complete CAPD while travelling. This is because APD patients utilise the Homechoice Claria and a modem to complete their therapy and there are risks associated with potential technical issues with the Claria or modem while travelling. These devices could be lost or damaged in transit or could potentially break down.

Should a patient be permitted to travel on APD, there are special considerations and advice to be aware of. The following information is provided in addition to the requirements and recommendations detailed earlier in this book.



PREPARING WELL PRIOR TO YOUR DEPARTURE

Discuss therapy management with your renal team

In the event of loss or damage or malfunction of your Homechoice Claria and/or modem while you are travelling, it is necessary that you have a clear understanding of managing your therapy under those circumstances. You should have conversations with your clinical team to determine actions they expect you to take should this situation arise. These actions may include returning home, so it is important you are aware of them prior to your trip.

If a problem arises with your PD machine, your clinic may advise that you need to undertake CAPD for a short period of time before making your way home. If so, it is important to be thoroughly trained in CAPD and to take a bag warmer with you.

Organise CAPD back-up supplies

Vantive recommends that CAPD supplies be ordered as part of your travel order as a back-up. These supplies can be used if there is a problem with your Homechoice Claria.

Your renal clinic may actively advise CAPD therapy as a back-up. If not, we recommend you discuss this with them. It will involve ordering the CAPD supplies and potentially a bag warmer. It may also require training or re-training you on CAPD therapy.

Please note that even if you have CAPD supplies as a back-up, your clinic may still require you to travel home if a problem occurs with your machine.

Arrange a letter from your renal doctor

In addition to a letter stating any medication/consumables you are carrying within your luggage, your letter must detail that your Homechoice Claria machine is for your sole use only, and is an essential part of your medical treatment.

Request a Homechoice Claria carrying case

Vantive will provide a Homechoice Claria travel case for all travelling patients with a Homechoice Claria. The carrying case is a shock-resistant portable carry case, specifically designed for the Homechoice Claria and is supplied so the equipment is not damaged in transit. The travel case is mounted on heavy-duty wheels, is lightweight and portable.

Your clinic will need to arrange a Homechoice Claria carry case to be provided to you for the duration of your travel. The travel case remains the property of Vantive and must be returned to Vantive on completion of your travel. Upon conclusion of your travel, Vantive will contact you to arrange collection of the case.

Discuss machine transport with your airline

If you will be travelling by air, contact your airline before booking flights to discuss the transport of your Homechoice Claria machine and bag warmer. You should confirm that the airline will accept your machine(s) on board and discuss whether the machine(s) will be carried as hand luggage or stored them in the hold of the aircraft.

The Homechoice Claria contains a primary lithium metal battery. Some airlines require that a medical device with such a battery can only be brought aboard an aeroplane as the passenger's carry-on baggage. If your airline requests a letter relating to the batteries contained within your APD machine, please contact our HomeCare team.

If the airline will not allow the machine to be taken into the cabin, it is safe for it to be transported securely in the Homechoice Claria travel case within the hold of the aircraft. You should make it clear at check in that the machine is required for your medical treatment, and request "FRAGILE" stickers to be added to the travel case.

Ensure you have appropriate electronic accessories

Vantive does not supply power adaptors for countries on alternative power systems.

It is important you make arrangements for an appropriate power adaptor for your Homechoice Claria and bag warmer if you are travelling to a country using alternative power systems.

**WEIGHT AND DIMENSION OF THE HOMECHOICE CLARIA,
INCLUDING THE CASE, ARE AS FOLLOWS:**

Height: 69cm

Width: 53cm

Depth: 30cm

Weight: 22kg

WEIGHT AND DIMENSIONS OF THE BAG WARMER ARE AS FOLLOWS:

Length: 49cm

Height: 20cm

Width: 21cm

Weight: 1.2kg

X-ray machines

The Homechoice Claria and bag warmers can safely pass through x-ray machines.

Hire of a Homechoice Claria

You must travel with your own Homechoice Claria machine. Hire or loan of a machine at your destination is not permitted. This ensures you are safe at all times with your equipment at hand for treatment as required.

DEALING WITH EMERGENCY SITUATIONS

Your Homechoice Claria stops functioning correctly

If your Homechoice Claria is not functioning correctly, please contact the Vantive 24 hour Technical Services helpline for advice and troubleshooting over the phone.

	FROM WITHIN THE COUNTRY	FROM ANY OTHER COUNTRY
Australia	1800 920 133	+61 2 9848 1111
New Zealand	0800 436 770	+64 9 5742 400

In the event that the Technical Services team is unable to resolve the machine technical issues, it is important to contact your clinic as soon as possible to discuss the management of your therapy.

If a machine does fail, please ensure you still bring it home with you for return to Vantive Australia and New Zealand.

Your Homechoice Claria lost or damaged in transit

If your Homechoice Claria is lost or damaged during your trip, please contact your renal clinic as soon as possible to discuss options to manage your therapy until you return home.

Your bag warmer is lost or stops functioning correctly

In the event that you experience difficulties with your bag warmer, please contact your clinic as soon as possible for advice on managing your treatment until you return home.



Notes

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Notes



Australia

Vantive Pty Ltd

1 Baxter Drive
Old Toongabbie
NSW 2146



1800 920 133



www.vantive.asia

New Zealand

Vantive Limited

33 Vestey Drive
Mt Wellington
Auckland 1060



0800 436 770



www.vantive.asia