CHAIN OF COMMAND FOR NXSTAGE TRAVEL REQUEST

BCRenal
an agency of the Provincial Health Services Authority

Primary HHDE sends request to NxStage Support Analyst using 816 form

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NxStage sends an order confirmation request to BCPRA Business Planning Coordinator

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BCPRA Business Planning Coordinator contacts primary HHDE to discuss length of travel plans for patient

→ If the patient has exceeded the 4 week supply maximum, BCPRA Business Planning Coordinator will notify primary HHDE

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Primary HHDE will discuss options with patient

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Patient chooses to pay for NxStage travel supplies

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Primary HHDE notifies NxStage Support Analyst that patient will pay for requested supplies

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NxStage Support Analyst will call patient to confirm details and travel arrangements. A PayPal invoice will be sent by NxStage, to the patient, for payment.

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Once NxStage receives payment, supplies will be shipped to desired destination

Patient chooses not to pay for travel supplies.

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Patient chooses not to pay for travel supplies.

Discussion with Primary HHDE- Patient may choose to dialyze in centre while travelling

For more information on travelling while on dialysis:

Click:
bcrenalagency.ca ➔
Health Professionals ➔
Clinical Resources ➔
Travelling HD Patients

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BCPRA Business Planning Coordinator sends a purchase request to BCCSS for travel supplies

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BCCSS sends back a Purchase Order to BCPRA

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BCPRA Business Planning Coordinator sends Purchase Order to NxStage

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NxStage receives PO and initiates delivery of supplies to desired destination

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NxStage invoices BCPRA