

# Supporting BC Home Hemodialysis Patients Travelling With the NxStage System

## Introduction

This resource is intended for home hemodialysis (HHD) educators and related team members. As it covers important information and many requirements, please read it carefully.

## Eligibility

Patients who:

- are registered as home hemodialysis patients in BC Renal's PROMIS system.
- use the NxStage system for home dialysis
- are able to follow through on the responsibilities in this document and the BC Renal patient handout, *Home Hemodialysis and Travelling* (referred to below).

## Training

Prior to travel, patients must:

- be trained on the NxStage Express Fluid Warmer and Premixed Dialysate Bags.
- safely demonstrate machine set-up, and understand travel expectations.

At the time of training, patients should:

- receive a copy of the patient handout, *Home Hemodialysis and Travelling*. See [Appendix A](#). Please review expectations with patients prior to travel arrangements. This handout is also available in the Home Hemodialysis (HHD) SharePoint site.

## Medically Stable for Travel

- Check with the patient's nephrologist to ensure patients are safe to travel.
- Patients must be medically stable on home hemodialysis and have a functioning vascular access.

## Insurance Requirements for NxStage Machine

If patients are travelling in North America, PHSA insurance will cover the NxStage machine in the event of loss, damage or theft in most cases, assuming the outlined safety precautions have been satisfied. Please refer to the *BC Renal HHD Travel Policy* in [Appendix B](#).

The travel policy is also available in the HHD SharePoint site.

Patients are responsible for the protection of their NxStage machine, and are required to adhere to the following conditions:

1. Patients travelling with the NxStage machine must obtain the required protective case:
  - A hard shell case is required for air travel and absolutely all instances where a carrier operator will be handling the machine.
  - A soft case may be used for all other modes of travel.
  - Patients may also use the original cardboard box, with foam inserts, for ground travel.
2. If travelling by train, bus, airplane, or other public transportation, patients must ensure that carrier operators are aware of the medical device and that precautions are taken to protect it from theft.
3. If travelling, the machine must not be left unattended for any length of time.

If patients are travelling outside of North America, it is their responsibility to have property/liability insurance to cover loss, damage or theft of the machine. **A copy of the insurance plan must be given to the HHD educator to keep on file.**

## Prior to Travel

**Important: Please advise patients to avoid booking flights or hotels until the following steps have been taken:**

- ☐ Instruct patients that to be eligible for coverage of shipping costs, they must communicate with the HHD educator in the planning stages of their vacation.
- ☐ Patients must provide destination, dates of travel, and modes of transportation to the HHD educator via the NxStage travel form.

The NxStage travel form must be submitted to Fresenius by the HHD educator at least 60 days prior to the requested delivery date for all travel. (Exceptions may apply to domestic travel in Canada, dependent on supplier resourcing and special circumstances.)

- ☐ After details of travel have been discussed and patients have been deemed medically stable for travel, please email the NxStage 816 Travel Form to Fresenius Customer Service at [fme.ca.customerservice@freseniusmedicalcare.com](mailto:fme.ca.customerservice@freseniusmedicalcare.com) or fax to 1-905-770-5881 to reach the Canadian head office.

This form is available in the HHD SharePoint site.

## Eligible Travel Destinations:

As of October 2025, Fresenius will support shipping of supplies to the following countries and cruises. Please note these lists are subject to change and will require confirmation at the time of booking.

### Countries

- Belgium
  - Canada – Alberta, BC, Manitoba, Newfoundland, Nova Scotia, some parts of Ontario, and Quebec
  - Czech Republic
  - Denmark
  - France
  - Israel
  - Italy
  - Liechtenstein
  - Luxembourg
  - Netherlands
  - Norway
  - Saudi Arabia
  - Spain
  - Sweden
  - Switzerland
  - United Kingdom
  - United States
- \*Alaska and Hawaii will be at a quoted cost and require at least 60 days notice for planning.

### Caribbean Islands

Most of these island destinations are **not** eligible/supported. Please inquire with Fresenius for quoted costs for those that are.

### Cruises

Cruises leaving Vancouver, considered domestic cruises, as well as international cruises, require at least 60 days' notice for support. Please inquire with Fresenius to confirm eligibility.

### Countries Not Eligible/Supported:

- Mexico
- Cuba
- Some South American countries. Please check with Fresenius.

### All other countries

Please discuss with Fresenius the possibility of travel to countries not listed above. Note: These arrangements may require more than 60 days' notice.

### Renting a NxStage Machine

- At this time, BC Renal does **not** support renting NxStage machines.
- BC Renal will not reimburse costs related to renting a NxStage machine.
- If a patient chooses to rent a machine, all costs are the responsibility of the patient.
- Fresenius has been informed to contact your HHD team if a patient has inquired about renting.

### BC Renal Travel Coverage

- Each patient is required to cover the costs of travelling with their NxStage machine.
- BC Renal will cover the costs of shipping dialysate bags, cartridges, drain lines, and dialyzers if within the Fresenius standard costing prices for domestic and United States travel.
- All international island and cruise travel will require a quote for shipping costs, which will be forwarded from Fresenius to BC Renal for approval.
- BC Renal will cover the cost of shipping the previously mentioned supplies for a maximum of 4 weeks per year, per patient.
- Depending on the patient's destination and mode

of travel, supplies may be shipped directly to the destination or to the patient's home.

### Normal Saline Supply – Destinations Covered and Not Covered

For destinations covered, Fresenius will supply normal saline. Please refer to the *NxStage 816 Travel Form*, available in the HHD SharePoint site.

- Canada – covered
- United States – **not** covered; patients need to travel with their own saline bags or arrange transport at their own cost.
- Other international destinations – covered

### Dialysis Supplies Required for Travel

Patients will be required to take all ancillary supplies with them on their trip. The shipping of these supplies will be the responsibility of the patient. Supplies required for dialysis may include:

- Fistula needles
- Syringes
- Tape
- Gauze
- Antiseptic wipes
- Small sharps disposal – can purchase at drug store – retails for approx. \$4.99
- Disposable drapes
- Heparin
- Needles
- Blood pressure cuff
- Scale
- Central venous catheter supplies: syringes, prefilled normal saline, 4% citrate locking solution, dressings
- Other patient-specific dialysis supplies

## Travel Support Letter

A travel letter is to be given to all patients travelling via air. A copy of *Travel Letter re: Transport of Medical Equipment and Medicines* can be found in [Appendix C](#). This letter is also available in the HHD SharePoint site.

## Home Hemodialysis Patient Agreement (NxStage)

The patient agreement is regularly amended to reflect travel with the NxStage machine.

Please ensure your patient has signed the revised version and has a copy of this agreement prior to travelling. The agreement is available in the HHD SharePoint site.

Please ask patients to take their signed copy when they travel.

## Technical Support for Patients Travelling in Canada

Fresenius will provide technical support 24 hours a day for patients travelling within Canada. If a machine issue occurs in Canada, a new cyclor can be delivered to the patient's destination within a 150 km radius of Fresenius shipping locations. If the patient is more than 150 km away, delivering a machine within 24 hours is not guaranteed. Note: Please discuss with Fresenius prior to arranging travel.

## Technical Support for Patients Travelling to the US or Other Countries

Fresenius provides technical support for machine issues encountered during international travel. If the technical support team feels the issue cannot be resolved, and the machine is unable to provide

dialysis treatment, the patient will be expected to go to the closest emergency department to arrange for dialysis.

**Note: Fresenius does not support cyclor swaps outside of Canada.**

## Emergency Cost and Reimbursement

If the patient receives dialysis from a facility while travelling internationally, the patient will need to cover the cost at the time. Later, the patient can receive reimbursement by sending receipts within 90 days to Health Insurance BC.

- For more information, please ask the patient to refer to the *Leaving BC* brochure on the Government of BC website:  
[Gov.bc.ca/assets/gov/health/health-drug-coverage/medical-services-plan/leavingbc\\_brochure\\_web.pdf](http://Gov.bc.ca/assets/gov/health/health-drug-coverage/medical-services-plan/leavingbc_brochure_web.pdf)
- For the reimbursement form, including conditions the patient should review in advance, see:  
[BCRenal.ca/health-professionals/professional-resources/expense-rrp-pd-funds-and-committee-forms](http://BCRenal.ca/health-professionals/professional-resources/expense-rrp-pd-funds-and-committee-forms)
- Please inform the patient it may take at least 2 to 3 months to receive a reimbursement.

## Health Insurance Recommended

It is strongly recommended patients purchase medical travel insurance. The insurance plan should include medical evacuation.

## RV Travel Requirements

**Case or boxes:** For RV travel, patients must use a soft travel case, or shipping boxes with inserts, to provide extra protection from damage. The case or boxes should be secured before travel.

### **Cycler input power for RV travel:**

There must be:

- Proper grounding
- Input voltage 100/120/230 VAC
- Auto ranging 50/60 Hz input
- Power 600 VA (200 VA for cycler; 400 VA for AC outlet)

**RV holding tank:** Ensure the tank can hold 30–60 litres of waste.

### **Car Travel Requirements**

The NxStage Cycler fits in the trunk of most cars or can be buckled into the back seat. The soft travel case or NxStage packing box, with inserts, can be used for transport. Please refer to the patient agreement, available in the HHD SharePoint site.

### **Cruise Ship Travel Requirements**

- The *NxStage Travel Form 816*, available in the HHD SharePoint site, must be completed and submitted by the HHD educator to Fresenius at least 60 days prior to cruise ship travel to have supplies delivered to a cruise line. Most port authorities will not allow any deliveries into the port of departure without prior approval and pre-clearance of delivery drivers.
- If any details change such as dates, room or booking numbers, etc., the patient will need to notify Fresenius Customer Service immediately. Failure to do so may result in lost supplies or a non-delivery. Patients are responsible for confirming that equipment and supplies are on board the ship prior to disembarkation. Additional charges will apply for specific delivery time frames, weekend, or holiday deliveries.

### **Domestic Air Travel Requirements**

- The hard travel case must be used when travelling by air.

- Patients should indicate to the airline that all medical equipment must be on the same flight as the patient.
- Patients should ask airline staff to apply medical stickers to all medical supplies.
- The Canadian Air Transport Security Authority (CATSA) provides information to help with planning trips with medical equipment. See the CATSA website to find relevant topics. Also, CATSA staff can be reached toll-free at 1-888-294-2202 or via their online form: [Catsa-acsta.gc.ca/en/form/ask-catsa](https://catsa-acsta.gc.ca/en/form/ask-catsa)
- Patients should call their airline prior to departure to discuss details of medical equipment and weight restrictions.

For Air Canada, call 1-800-667-4732. You can also learn more via their Accessibility web page: [Aircanada.com/ca/en/aco/home/plan/accessibility.html#/](https://aircanada.com/ca/en/aco/home/plan/accessibility.html#/)

For WestJet, call 1-866-693-7853. You can also learn more via their Special Needs web page: [Westjet.com/en-ca/special-needs](https://westjet.com/en-ca/special-needs)

### **United States Air Travel Requirements**

The hard travel case must be used when travelling by air. All medical equipment must travel on the same flight as the patient. Please use the NxStage Medical Stickers provided to apply to all medical supplies.

- The hard travel case must be used when travelling by air.
- Patients should indicate to the airline that all medical equipment must be on the same flight as the patient.
- Patients should ask airline staff to apply medical stickers to all medical supplies.

## US Transportation Guidance on the Transport of Portable Dialysis Machines

See this United States Transportation Department web page for the latest guidance: [Transportation.gov/airconsumer/notice-portable-dialysis-machine](https://www.transportation.gov/airconsumer/notice-portable-dialysis-machine)

### Machine and Travel Case Specifications

#### Cycler

| Size   | 15"W x 18"H x 15"D |
|--------|--------------------|
| Weight | 75 lbs             |

#### Soft Travel Case

| Size               | 20"W x 20"H x 16"D |
|--------------------|--------------------|
| Weight (Empty)     | Approx. 5 lbs      |
| Weight with Cycler | Approx. 80 lbs     |

#### Hard Travel Case

| Size               | 23"W x 20"H x 19.5"D |
|--------------------|----------------------|
| Weight (Empty)     | Approx. 25lbs        |
| Weight with Cycler | Approx. 99lbs        |

#### Cycler Box with Inserts

NxStage shipping boxes, with foam inserts, are acceptable for moving/ shipping the cycler for all ground travel.

| Size               | W 25" x H 21" x D 22" |
|--------------------|-----------------------|
| Weight (Empty)     | 5 lbs                 |
| Weight with Cycler | 80 lbs                |

#### Warmer

The NxStage warmer weighs 4.4 lbs or 2 kilos. The warmer will not fit in the hard or soft travel case. It is recommended that patients place the warmer in a suitcase, between soft articles of clothing to protect it.

#### Drains

Patients must determine the drain location of their desired destination. All drain lines are 6.1 meters in length.

#### Electrical Converters

Patients must purchase an electrical converter for international travel. Patients can use this website to determine which adaptor is required for the destination country: [Worldstandards.eu/electricity/plugs-and-sockets/](http://Worldstandards.eu/electricity/plugs-and-sockets/)

#### Electrical Converters

The power cord for the cycler is 12 feet long.

#### Unused Supplies

All unused supplies will need to be transported home by patients. Fresenius will not pick up unused supplies.

#### HHDE Telephone Advice to Patients Travelling

If patients will be travelling outside of BC, please refer to the practice standards on the [BC College of Nurses and Midwives website](https://www.bccollegeofnurses.ca/) for more information (including possible limitations) about providing telephone support while patients are travelling.

- **Limited to Under 90 Days:**

If the patient remains out of the country for more than 90 days, it is considered that the nurse will not be able to monitor the patient's ongoing care and needs adequately. Therefore, it would not be in the patient's best interests to receive telephone support past 90 days. The patient would need to go to the closest emergency room for care.

# Appendix A: Home Hemodialysis and Travelling

## Home Hemodialysis and Travelling



### For Patients Living in BC Who Want to Travel (In or Outside BC)

If you are a home hemodialysis patient using the NxStage machine, it is possible to travel. This is a step-by-step guide to help you plan your dialysis care away from home.

### Please plan your travel well in advance.

Patients are required to give at least 60 days' notice prior to requested delivery date for all international travel. Provide at least 30 days' notice for travel in Canada. Some exceptions may apply to domestic travel within Canada, depending on supplier resourcing and extenuating circumstances.

### DO NOT BOOK YOUR TRAVEL UNTIL YOU HAVE COMMUNICATED WITH YOUR HOME HEMODIALYSIS EDUCATOR WELL IN ADVANCE OF THESE LEAD TIMES.

- 1. Check with your kidney doctor to make sure you are fit to travel. Generally this means that:**
  - You are medically stable on home hemodialysis.
  - You have a functioning fistula, graft or permanent central line catheter with stable blood flows. Temporary accesses are not accepted.
- 2. Once you decide where you want to go, communicate with your home hemodialysis educator.** You will need to provide information about your travel destination and dates of travel. The NxStage travel document will be completed and faxed to Fresenius customer service. Fresenius will confirm with you if they provide shipping to your destination.
- 3. Arrange your travel plans using the following information in this document.**
- 4. For all travel:**
  - You will be required to take your Nxstage machine on your travels. BC Renal will not cover the costs of renting a NxStage machine.
  - PHSA has property insurance to cover Nxstage machines situated in or while in transit in Canada or the USA. In most cases, PHSA will provide insurance coverage if the machine is damaged or lost; however, the following conditions



(# 4, 5, and 6) at the very least must be met. *Patients must abide by all safety precautions to protect the NxStage home hemodialysis machine from loss or damage, including theft.*

- If you are travelling outside of North America, you must acquire and show proof of property/liability insurance to cover the Nxstage machine while travelling. Please provide a copy with the HHD educator.
- Travel cases and warming units will be available at your home hemodialysis training unit. Please communicate with your HHD educator to book this equipment. Cover your machine with plastic garbage bag prior to placing in the cases.
- Fresenius will arrange shipping of dialysate bags, drain lines, cartridges and dialyzers. Depending on your destination, these supplies will be shipped directly to your destination or to your home. BC Renal will cover the costs of shipping these supplies up to 4 weeks/year.
- Keep a packing list. You will need to transport all ancillary supplies with you. Your home hemodialysis educator will provide you with a travel letter for airport staff explaining the purpose of the supplies.
- Ensure there is proper electrical grounding at your destination for the cyclor power requirements: Input voltage 100–120/ 230 VAC; Auto ranging 50/60 Hz Input; Power 600 VA (200 VA

for Cyclor; 400 VA for AC outlet). Refer to *Power consumption and the use of generator/ uninterruptable power supply (UPS)* info on HHD SharePoint site. Ask your HHD educator to provide a copy of this document.

- You are responsible for the safe disposal of all sharps while travelling. Please use a hard plastic puncture proof container if necessary.

#### **5. For air, bus or train travel within or outside of Canada:**

- You will need a hard travel case to transport your Nxstage machine. You can borrow a travel case from your home hemodialysis unit (subject to availability). Please contact your home hemodialysis educator to book this.
- To protect the machine while in the hard case, please wrap in a garbage bag and place in the case.
- Make advance arrangements with your travel carrier to ensure that they are aware you will be travelling with medical equipment and that precautions are taken to protect it from theft. Due to weight and size, the NxStage machine will need to be checked luggage. With a note from a doctor and prior notice, some air carriers will waive the checked bag fee for one piece of medical equipment.

#### **6. For travel via car or RV within Canada:**

- You will need a soft travel case to transport your NxStage machine. You



can borrow a travel case from your home hemodialysis unit, subject to availability. Please contact your HHD educator to book this. You may also use the original NxStage box, with foam inserts, to travel via car or RV.

- If travelling by car, the machine must not be left in the car unattended for any length of time.
  - The Nxstage machine must be kept in a safe location to protect it from theft.
- 7. It is strongly recommended that you buy travel health insurance.** Make sure your insurance covers medical evacuation. The financial costs may be extremely high if you have a medical emergency that requires health care outside of BC or if you need to be transported back home.
- 8. If you are travelling outside of BC, your nephrologist is not licensed to provide any clinical support to you.** You are responsible to seek appropriate medical support as necessary. You will need information about your health, including your medical records and recent lab reports, insurance information and a list of the medications you take. Secure your medical information in your carry-on luggage.
- 9. Keep a current medication list with you and all the medication you will need with you.** Talk to your pharmacy to make sure you will have enough medication while you travel. Ensure syringes are protected with needle guards and medications are labelled with prescription information.
- Ask your home dialysis unit to give you a travel letter so you can go through security with your syringes and medications.
- 10. Canadian Air Transport Security Authority (CATSA) provides information to help with planning trips with medical equipment.**
- For more information, read “Planning your trip” and “Tips for passengers with medically necessary equipment”. These documents are located on the CATSA website: [Catsa-acsta.gc.ca/en/special-needs#planning](https://catsa-acsta.gc.ca/en/special-needs#planning)

**Tips for travelling with NxStage machine and related supplies**

1. It is recommended to carry a travel letter confirming that you are on dialysis and use supplies and medications that you are bringing in your carry-on luggage. This letter is not absolutely required in Canada but would likely be needed for international travel.
2. Be prepared to present these items to officials when going through security screening as they are required to examine them.
3. Ask the hotel if they will waive the fee for accepting and storing boxes with medical supplies.
4. Ask the hotel ahead of time for a bathroom scale. Many have them, so you don't have to take one with you.

5. **If you have dietary restrictions, remember that many airlines do not provide meals, and airport shops and restaurants may not have healthy food options.** When making your airline reservation, be sure to ask if the airline has special meals, such as diabetic, vegetarian or low-fat options. It is advisable to bring your own diet – appropriate food and snacks for travel delays and long trips.
6. Dialyze just before you leave if possible so there is more time to recover from any delays on your trip. (late supply delivery, delayed flights etc.)

#### **Normal Saline Options for Patients Travelling Abroad**

In most cases, you will be required to take normal saline to their destination, with the exception of Italy, Belgium, Norway, Sweden, Finland, Denmark and the Netherlands.

#### **Normal Saline**

NxStage will supply Normal Saline to Canadian destinations only.

#### **Normal Saline Options for US Travel**

If patients are travelling within the US, they can transport their own normal saline to their destination (shipping costs to be covered by the patient).

#### **Dialysis Supplies Required for Travel**

You will be required to take all ancillary supplies with you on your trip. The shipping of these supplies will be your responsibility. Supplies required for dialysis may include:

- Fistula needles
- Syringes
- Tape
- Gauze
- Antiseptic Wipes
- Small Sharps Disposal – can purchase at drug store – retails for approx. \$4.99.
- Disposable drapes
- Heparin
- Needles
- BP cuff
- Scale
- CVC supplies – syringes, prefilled NS, 4% citrate locking solution, dressings
- Other patient specific dialysis supplies

### Miscellaneous Notes/Info

Air Canada Medical Info  
1-800-667-4732  
CATSA 1-888-294-2202

### Department of Transport (U.S.)

1-866-289-9673

The U.S. Dep't of Transport has stated that:

1. **Your machine is an “assistive device”** (Section 382.3).
2. **The airline must let you bring your machine on the plane or check it.** (382.121(a)).
3. **Your machine does not count toward a carry-on bag limit** (382.121(b)).
4. **If you pre-board and check your machine, it takes priority over other bags if space is tight** (382.123(a)).
5. **The airline cannot charge you a fee for your machine in the cabin or as checked luggage** (382.31(a)).
6. **Your machine must be portable (~ 100 lbs. or less with the case)** (382.1(c)).
7. **If the airline loses or harms your machine in the US, baggage liability limits do not apply.** They must pay for your machine based on its price (382.31). NOTE: Out of the US, the limit is \$1,685. Check to see if your homeowner's insurance would pay if your machine is lost or damaged, or if the clinic covers this.
8. **The airline must let you bring your medicines, syringes, and dialysate (382.2), but only a 1–2 day supply of fluids.** Any more and you will need to ship it. For more information, refer to: [Portable Dialysis Machine Notice](#).

# Appendix B: Home Hemodialysis Travel Policy

## Home Hemodialysis Travel Policy



### 1. Background

BC Renal provides extensive coverage to British Columbia residents with kidney disease for renal care-related supplies as well as for medications listed on the BC Renal formulary. Infrequently, a Home Hemodialysis (HHD) patient using the NxStage system will choose to travel with their NxStage machine in the province, or outside of the province or country. An example would be a BC resident HHD patient who wishes to travel within or outside of BC who will need to transport the machine either by car, RV, train, bus or airplane.

### 2. Purpose

To ensure current residents of BC registered as a home hemodialysis patient receive clear instructions about their responsibilities when travelling away from their residence, including international travel.

This policy does not apply to patients who have permanently moved to another province or country.

### 3. Scope

This policy provides HHD travel information to all members of the BC Renal network, including nephrologists and staff of each health authority renal program, where the patient is receiving

home hemodialysis care. This policy applies to any BC resident registered as a home hemodialysis patient in the BC Renal PROMIS system and uses the NxStage machine system while travelling.

The patient must be aware of the following responsibilities below and as outlined in [Appendix A](#). The patient must sign the Home Hemodialysis Patient Agreement for NxStage patients prior to any travel.

### 4. Information to be shared with patients

If the patient is travelling in North America, in most cases, PHSA will provide insurance coverage if the machine is damaged. However, the following conditions at the very least must be met. Patients must abide by all safety precautions to protect the NxStage home hemodialysis machine from loss or damage, including theft. They are required to adhere to the following conditions:

**4.1** Patients travelling with the NxStage machine must obtain the required protective case or use the original box with foam inserts. The hard-shell case is required for air travel and all instances where a carrier operator will handle the machine; the soft case may be used for all other modes of travel.

**4.2** If travelling by train, bus, airplane, or other public transportation, the patient must ensure that carrier operators are aware of the medical device and that precautions are taken to protect it from theft.

**4.3** The machine must not be left unattended for any length of time during travel (i.e. left in a car; or at the airport).

**4.4** The information regarding this policy and the eligibility criteria must be verbally communicated to the patient or the patient's guardian and documented, using the "Home Hemodialysis and Travelling" handout.

The patient, or the patient's guardian, must sign the HHD patient agreement (NxStage) outlining their responsibilities.

The signed agreement will be uploaded and stored in the patient's PROMIS record or kept in the patient chart.

**4.5** BC Renal will not be responsible for costs related to renting a NxStage machine. Each patient is required to cover the costs of travelling with their NxStage machine. BC Renal will cover the costs of shipping dialysate bags, cartridges, drain lines and dialyzers if within Fresenius standard costing prices for domestic and US travel.

All international, international island and cruise travel will require a quote for shipping costs and will be forwarded from Fresenius to BC Renal for approval. BC Renal will cover the cost of shipping the previously mentioned supplies for a maximum of 4 weeks/year per patient.

**4.6** Fresenius provides a customer service phone line for machine issues encountered during travel time. Fresenius will support cyclor swaps to any Canadian travel destination within 150 km of a NxStage shipping destination. Fresenius does not support cyclor swaps outside of Canada or to international island destinations. For a list of countries in which Fresenius will support shipping supplies, please contact Fresenius travel department.

## **5. Travel Outside of North America**

If the patient is travelling outside of North America, it is the responsibility of the patient to obtain property/liability insurance for the machine to cover such travel. A proof of insurance is to be provided to the HHD educator to be kept on file.

## Appendix A: Responsibilities of the Patient, Medical Service Providers and NxStage

### Responsibilities of the Patient

- Check with nephrologist to ensure suitability for travel. Generally, this means the patient is medically stable on home hemodialysis and fistula, graft or permanent central line catheter is functional.
- Communicate with home hemodialysis educator and provide information necessary on the NxStage travel form, including: destination, dates of travel and mode of travel.
  - Patients are required to give at least 60 days' notice prior to requested delivery date for all international travel.
  - Provide at least 30 days' notice for travel in Canada. Some exceptions may apply to domestic travel within Canada, depending on supplier resourcing and extenuating circumstances.
- Organize travel arrangements. Patient must advise the airline that they are travelling with the NxStage machine as medical equipment. Patient is required to travel with NxStage machine. Due to weight, the machine will need to be checked luggage. With note from a doctor and prior notice, Air Canada and WestJet will waive the checked bag fee for one piece of medical equipment.
- Obtain property/liability insurance for the NxStage machine for travel outside of North America. A copy of the insurance will be kept on file in the patient chart.
- Coordinate transportation of the machine and ancillary supplies. Keep a packing list. The patient must cover the costs of transporting NxStage machine, warming unit and ancillary supplies, including heparin, prefilled saline syringes, syringes, needles, gauze, tape, masks, sharps container, cleaning solution, BP cuff, paper drapes or towels, tegos (Central venous catheter - CVC), citrate 4% locking solution (CVC), and dressings (CVC).
- Obtain the required travel protective case. A hard shell case is required for air travel and all instances where a carrier operator will handle the machine; a soft case may be used for all other modes of travel. Both can be borrowed from the local HHD training unit subject to availability.
- If travelling by train, bus, airplane, or other public transportation, ensure that carrier operators are aware of the medical device and that precautions are taken to protect it from theft.
- The machine must not be left unattended for any length of time.
- Keep a copy of the patient travel letter during travels.
- Bring home any unused supplies.
- Manage medications; ensure there is adequate supply and carry all medication on their person. Ensure syringes are protected with needle guards and medications are labelled with prescription information; otherwise, security will not allow them to be brought on board.

- Cover the costs of normal saline shipping if not available by NxStage.
- Ensure there is proper electrical grounding for the cyclor power requirements: Input voltage 100–120/ 230 VAC; Auto ranging 50/60 Hz Input; Power 600 VA (200 VA for Cyclor; 400 VA for AC outlet). Bring a European adapter if necessary.

**Note:** Refer to the HHD SharePoint site for information on using generators to supply power to the NxStage Cyclor. See “Generator Specifications for Use with NxStage – Power Consumption” and “Use of Generator/Uninterruptible Power Supply (UPS)” for more details.

- Be prepared and take information about travelling with a portable device. Box up and mail additional medical supplies ahead of time or pack all supplies and medications in carry-on luggage.
- If travelling outside of BC, the patient’s nephrologist is not licensed to provide any support. The patient is responsible for seeking appropriate medical support as necessary. Carry information about health, including medical records and recent lab reports, insurance information and a list of medications. Pack medical information in carry-on luggage. Be aware of the nearest emergency department located at the destination.
- It is strongly recommended that patients buy travel health insurance. Ensure insurance covers medical evacuation. If a medical emergency occurs and

health care outside of BC is required, or if evacuation/return transportation to BC is required, the financial costs may be extremely high.

### **Responsibilities of BC Renal, the Patient’s Nephrologist and the HHD Team**

- Home hemodialysis educator will contact NxStage and fill out the necessary forms for travel; they will confirm with patient once the forms are completed.
- Nephrologist and HHD team to communicate with patient – ensure patient is medically stable and fistula, graft or CVC is fully functional.
- HHD educator to review “Handout for HHD patients wanting to travel”. Ensure all insurance safety requirements are reviewed and understood.
- BC Renal will cover the costs of shipping cartridges, premixed bagged dialysate, drain lines and warmer disposables if within quoted costs or standard shipping prices as per contract. Saline (1-litre bags) are available for shipping only in those areas in Canada which use the NxStage system\*.
- BC Renal will cover the cost of the travel case. Hard cases are designated for all travel in which a third party will handle the machine (air, rail, bus, cruise) and soft cases for all other travel.
- Designated HHD programs will store hard and soft cases for patient use.



## Responsibilities of NxStage

- Process Fresenius travel form in a timely fashion.
- Fresenius customer service representative will communicate with patient and coordinate the shipping of supplies to travel destination(s), including bags, solutions, dialyzers, cartridges, drain lines, warmer disposables [and normal saline if possible].
- Communicate to BC Renal all shipping quotes outside of standard shipping freight charges for approval.
- Send shipping expense invoice to BC Renal Finance.
- Fresenius will ship to destinations as per the Fresenius travel policy.
- As of March 18, 2018, Fresenius will ship supplies and normal saline to Manitoba, British Columbia, Ontario, Nova Scotia, Quebec, Saskatchewan, Alberta and Newfoundland within 150 km of current courier locations.
- As of March 29, 2017, Fresenius will ship cartridges, drain lines, dialyzers, dialysate bags and tubing to US (including Hawaii and Alaska), United Kingdom (Northern Ireland, Wales, Scotland, England), Netherlands, Sweden, Belgium, Finland, Denmark, Norway, Spain, Australia, New Zealand, Italy, France, Singapore, Japan and Philippines.
- As of March 29, 2017, Fresenius does not support shipping to Mexico, Greece, India or China.

# Appendix C: Travel Letter

## Travel Letter



Date: \_\_\_\_\_

### Re: Transport of Medical Equipment and Medicines

To whom it may concern:

\_\_\_\_\_ is currently a patient in my care and receiving Home Hemodialysis treatment, a life-sustaining therapy for kidney disease. Therapy consists of hemodialysis treatments several times a week using the NxStage home hemodialysis machine. This patient is travelling and will therefore be carrying one or more of the following items:

- **NxStage dialysis machine with hard case (checked luggage)**
  - Dimensions: 23"W × 20"H × 19.5"D; Weight (with cycler): approx. 99 lbs
- **Express Fluid Warmer Heating unit (checked luggage)**
  - Weight: 4.4 lbs
- **Normal saline solution**
- **Heparin, needles, syringes**
- **Gauze, tape, gloves, alcohol and disinfectant swabs**
- **Scale**
- **Biohazard container for waste disposal**
- **Blood pressure monitor**
- **Medications (injectables and oral)**

### These supplies should be treated like prescription medications.

It should be noted that one or more of these supplies and/or medicines are affected by extreme temperatures and should be included in carry-on luggage. Please allow this patient to pass through security to board his/her flight with these medications and supplies.

A current list of medications is attached.

The above patient is stable on Home Hemodialysis and approved for travel.

Respectfully,

\_\_\_\_\_  
Nephrologist's name

\_\_\_\_\_  
Nephrologist's signature

\_\_\_\_\_  
Phone number

