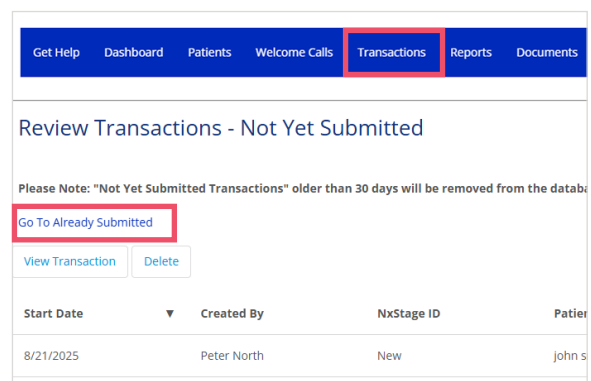


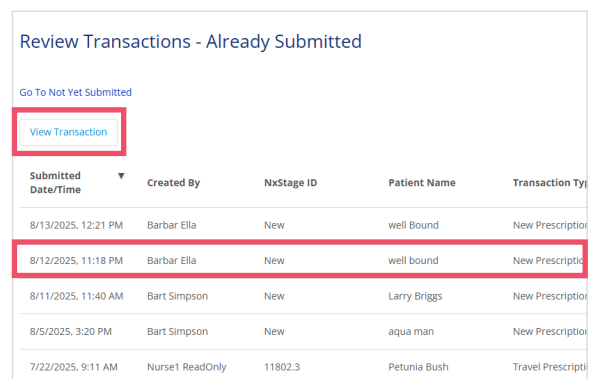
NxRx® Online Change Information

Printing a prescription

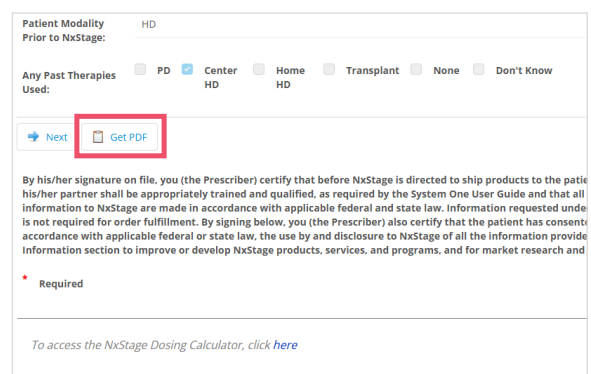
1. Select the **Transactions** tab and click **Go To Already Submitted**.



2. Select a transaction and then click **View Transaction**



3. Scroll to the bottom and click **Get PDF** to download the document which can then be printed



Downloading the updated Physician Signature Certification

1. Select the **Documents** tab, select **FORM260 - Physician Signature Certification** then click on **Download**

Documents

Search Download 1 to 7 of 7

Form	Description
COMM0403	2015 NxStage® Corporate Group Training Programs
FORM112	Prescription Form
FORM236	Patient Status Form
FORM238	Patient Travel Form - Domestic
FORM260	Physician Signature Certification
FORM785	Travel Release Form

2. Print, sign and fax the completed form to NxStage Customer Service at **978-687-4809**

NxRx Online Orders Customer Electronic Signature Certification FORM260 Rev. H

Please Fax the completed form to NxStage's Customer Service @ 978-687-4809

This certification serves as the signature log and authorization for the purpose of accepting and verifying electronic signatures used for NxStage System One patient orders received electronically via the secure portion of the NxStage Medical, Inc. website: www.nxstage.com

Center Name (required) Center ID (required)

Signature of physicians prescribing electronically from the center listed above:
Each physician signature authorizes NxStage to accept NxStage System One patient orders electronically for his or her patients via the secure portion of the NxStage Medical, Inc. website: www.nxstage.com for a period of 3 years from date form is received and accepted.

Printed Name (required)	NPI # (required)	Physician's Signature (required)	Email (required)	Physician's Signature Date (required)

The person verifying identity cannot be the same as the physician(s) noted above. This form will be rejected if any of the fields are left blank, if the signatures above and below are the same or if the physician's signature date is later than the Signature date below.

I hereby certify that I am the Home Training Nurse of the dialysis center listed above and that I have reviewed and verified positive identification of the individuals listed above.

Printed Name: _____ Title: _____
Signature: _____ Date: _____

Changing a patient's status

1. Select the **Patients** tab then select **Change Status** in the patient row

Get Help Dashboard Patients Welcome Calls Transactions Reports Documents Move Equipment

Patient Overview

New Patient New ETD Patient Show/Hide Dropped Patients Bag Approval

NxStage ID	Patient Name	DOB	Status	Start Date	Valid Thru	Action
11802.3	Bush, Petunia	10/30/1980	Active	12/9/2023	12/31/2025	View Current Rx Revise Change Status Travel
99002.0	DemoPatient, Amy	4/1/1950	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel
99001.0	DemoPatient, Charles	4/1/1948	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel

2. Enter the changes then scroll down and select **Save**

Enter Status Change

Patient Name: Petunia Bush

Date of Birth: 10/30/1980

Patient ID: 11802

Status Options

☒ 7. Hold Therapy ☐ 8. Resume Therapy ☐ 9. Credit ☐ 10. Discontinue Therapy

a. Effective Date: m/d/yyyy

Adding CAR-172-C to a prescription

1. Select the **Patients** tab then select **Revise** in the patient row

NxStage ID	Patient Name	DOB	Status	Start Date	Valid Thru	Action
11802.3	Bush, Petunia	10/30/1980	Active	12/9/2023	12/31/2025	View Current Rx Revise Change Status Travel
99002.0	DemoPatient, Amy	4/1/1950	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel
99001.0	DemoPatient, Charles	4/1/1948	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel

2. Select the **Notes** button, enter "Patient can order 1-2 cases CAR-172-C as needed, per month" and select **Save**

Revise Prescription

Patient: Petunia Bush

Patient P.O. & Delivery Support Physician Treatment Equipment **Notes**

Enter your notes and comments here:

Patient can order 1-2 cases CAR-172-C as needed, per month

You have used 59 of the possible 255 characters that are allowed.

Previous **Save** Submit

Change to Bag Approvals

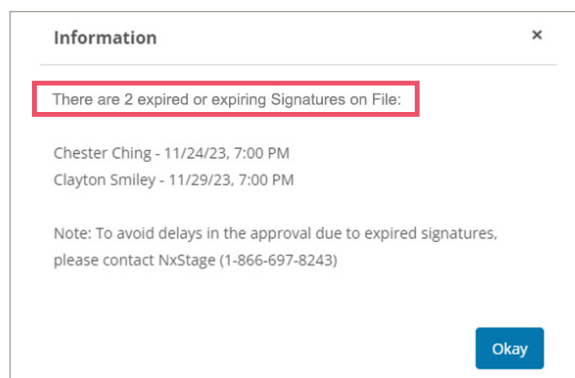
1. On the **Patients** tab, when there are open bag requests, the **Bag Approval** button turns orange and displays the number of requests.

This feature is for all clinics.

NxStage ID	Patient Name	DOB	Status	Start Date	Valid Thru	Action
11802.3	Bush, Petunia	10/30/1980	Active	12/9/2023	12/31/2025	View Current Rx Revise Change Status Travel
99002.0	DemoPatient, Amy	4/1/1950	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel
99001.0	DemoPatient, Charles	4/1/1948	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel

Expired/Expiring prescription notification

1. Upon login, a popup will be displayed for expired or expiring patient prescriptions.



Information

There are 2 expired or expiring Signatures on File:

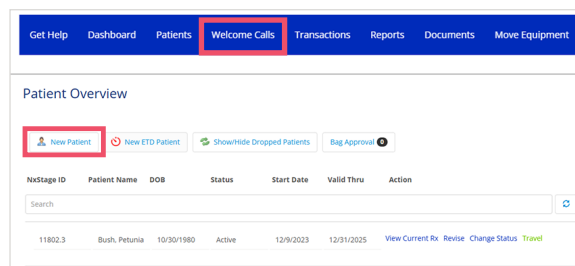
Chester Ching - 11/24/23, 7:00 PM
Clayton Smiley - 11/29/23, 7:00 PM

Note: To avoid delays in the approval due to expired signatures, please contact NxStage (1-866-697-8243)

Okay

Selecting a Welcome Home option

1. On the **Welcome Calls** tab, the ability to schedule a Welcome Home call is no longer available. New options are available when adding a **New Patient**.



Get Help Dashboard Patients **Welcome Calls** Transactions Reports Documents Move Equipment

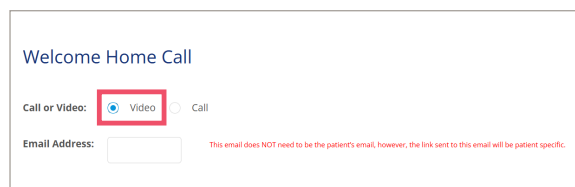
Patient Overview

[New Patient](#) [New ETO Patient](#) [Show/Hide Dropped Patients](#) [Bag Approval](#)

NxStage ID	Patient Name	DOB	Status	Start Date	Valid Thru	Action
11802.3	Bush, Petunia	10/30/1980	Active	12/9/2023	12/31/2025	View Current Rx Revise Change Status Travel

2. When adding a new patient, select a Welcome Home option:

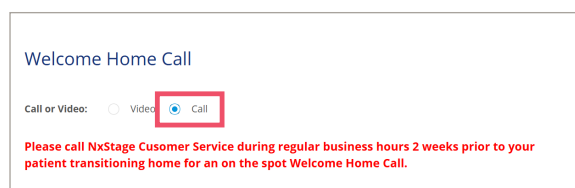
- Send a **video via email**
- Contact NxStage Customer Service 2 weeks prior to patients transitioning home, to **initiate a call**



Welcome Home Call

Call or Video: ☒ Video ☐ Call

Email Address: This email does NOT need to be the patient's email, however, the link sent to this email will be patient specific.



Welcome Home Call

Call or Video: ☐ Video ☒ Call

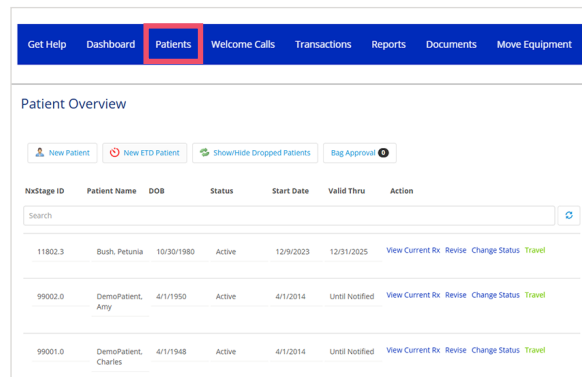
Please call NxStage Customer Service during regular business hours 2 weeks prior to your patient transitioning home for an on the spot Welcome Home Call.

Checking why a patient isn't showing

1. Standard New Patients

Under the **Patients** tab, a patient may not be visible until their prescription has been processed which can take up to 24 hours.

In **SaleForce**, search for a patient's name or prescription to view the current status.



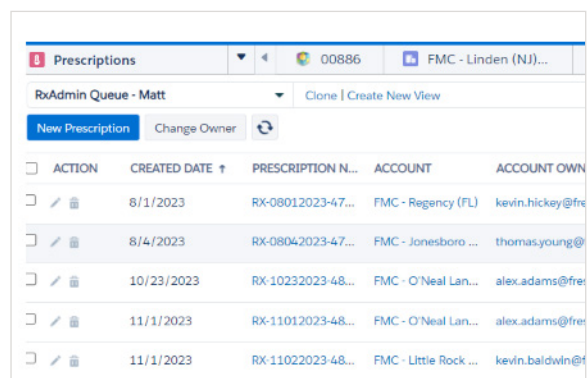
NxStage ID	Patient Name	DOB	Status	Start Date	Valid Thru	Action
11802.3	Bush, Petunia	10/30/1980	Active	12/9/2023	12/31/2025	View Current Rx Revise Change Status Travel
99002.0	DemoPatient, Amy	4/1/1950	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel
99001.0	DemoPatient, Charles	4/1/1948	Active	4/1/2014	Until Notified	View Current Rx Revise Change Status Travel

Note: Prescriptions won't be visible until the **Therapy Start Date**

2. Transfer Patients

Check the pending prescription in Matt Robert's Prescription file in SalesForce. The doctors' signature is needed to process the transfer.

For *transfer* questions, contact Matthew.Roberts@freseniusmedicalcare.com



ACTION	CREATED DATE	PRESCRIPTION N...	ACCOUNT	ACCOUNT OWN
☐	8/1/2023	RX-08012023-47...	FMC - Regency (FL)	kevin.hickey@fre
☐	8/4/2023	RX-08042023-47...	FMC - Jonesboro ...	thomas.young@
☐	10/23/2023	RX-10232023-48...	FMC - O'Neal Lan...	alex.adams@fre
☐	11/1/2023	RX-11012023-48...	FMC - O'Neal Lan...	alex.adams@fre
☐	11/1/2023	RX-11022023-48...	FMC - Little Rock ...	kevin.baldwin@f

Note: Transfers cannot be processed until the **Therapy Start Date**

