



Fresenius Medical Care
920 Winter Street
Waltham, MA 02451

[Date]

RE: Launch of the steps2home™ PD Patient Training Platform

Dear Valued Customer:

As a part of our efforts to provide smart, simple solutions, Fresenius Medical Care is pleased to announce the launch of the steps2home PD Patient Training Platform in the month of [Month], 2024. steps2home PD builds on the paper-based product training materials we have offered over the years to provide a digital training experience that incorporates both product and therapy training into one platform.

With steps2home PD, your training materials are available on a web application that provides nurses and patients with real-time access from any computer or mobile device anytime, anywhere.

steps2home PD is designed to:

- Save space and reduce clutter by eliminating training binders and paper
- Provide a consistent modular program allowing nurses to effectively help patients transition home
- Allow customization of the training pathway for each patient, intending to help them feel more confident to safely dialyze at home
- Offer a centralized and easy-to-use platform allowing patients to refer to training information and resources when they may need them
- Allow learning to take place in a variety of locations because training materials are readily available on the patient's mobile device or tablet
- Improve skill retention by providing content in a variety of formats, such as videos, reading, quizzes, reference guides and knowledge checks

PD nurse training will be available through virtual training classes or by on-site training with your Clinical Consultant.

If you have any questions, please contact your Clinical Consultant.

Best regards,

A handwritten signature in black ink, appearing to read 'Terri Hill'.

Terri Hill
Director, Operational Excellence
Fresenius Medical Care Global Home Product Management
Learning and Education

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