

# Quick Start User Guide

For the Fresenius Kidney Care Admissions Portal

# Referral dashboard

The screenshot displays the 'Active Referrals' dashboard for FMCNA Test Hospital. The top navigation bar includes 'START A NEW REFERRAL' and 'CHANGE REFERRING PROVIDER'. The 'Statuses Overview' section shows 2 Incomplete, 7 Completed, and 7 Pending Additional Docs referrals. The main content area features a detailed view for a patient named Megan Smith (AKI), including her portal ID, date of birth, referral information, and current status (Submitted). A 'Required Documents' section lists necessary documents and provides an 'UPLOAD DOCUMENTS' button. The 'Ready For Treatment' section shows options for 'Scheduled' (with a 'TREATMENT SCHEDULE' button) and 'Treated'. A sidebar on the left contains navigation options: Referral Dashboard, User Management, My User Profile, Helpful Links, Patient Resources, and Portal User Feedback. A top navigation bar includes 'DIALYSIS REFERRAL PORTAL' and 'LOG OUT'. A bottom navigation bar includes 'Terms and Conditions', 'Privacy Policy', and 'Application version: 4.1.1'.

- 1 Referral Dashboard:** View all active referrals for your referring institution, including referrals submitted via fax or phone.
- 2 User Management:** Manage provider user accounts, assist with a password reset, or deactivate accounts (available to administrator only).
- 3 My User Profile:** View and edit your personal user information, such as contact details and communication preferences.
- 4 Helpful Links:** Access guides that explain the admissions portal processes.
- 5 Patient Resources:** View educational resources to support your patients across their journey with kidney disease.
- 6 Portal User Feedback:** Provide feedback on your portal experience through a brief survey.
- 7 Change request:** Change a submitted referral.
- 8 Current status:** See an overview of patient status and print a patient's updated schedule.
- 9 View details:** View more detailed information about the referral, such as the status of submitted documents.
- 10 Messaging with Admissions:** Click icon to send/view messages to/from Admissions Services. A red dot displayed on the icon indicates you have an unread message.

# New referral submission

**1** **Demographic information**

Patient first name:

Patient last name:

Date of birth:

Patient Phone Number:

Social Security Number:

Referring Nephrologist:

Nephrologist phone number (optional):

Type of patient:  
 New to dialysis  
 Existing Fresenius Kidney Care patient  
 Existing dialysis patient

Gender:  
 Male  
 Female

Is the patient's insurance card available?:  
 Yes  
 No

**2** **Home Address**

Street address:

Zip code:

City:

State:

Discharging to Patient's Home Address.

**3** **Dialysis referral information**

Referring institution:

Institution contact phone:

Institution contact fax:

Contact title:

Contact name:

Contact phone:

Contact fax:

Other fax (optional):

## Step 1

- 1 Begin new referral:** Fill out the intake form with patient information.
- 2 Demographic information:** Enter the patient's information.
- 3 Dialysis referral information:** This section will be automatically populated with the information in your user profile.
- 4 Cancel & exit:** Cancel submission of the new referral at any time and return to the referral dashboard.

# New referral submission continued

**FRESENIUS KIDNEY CARE**

DIALYSIS REFERRAL PORTAL

JV Hosp Admin LOG OUT

Referral Dashboard

User Management

My User Profile

Helpful Links

Patient Resources

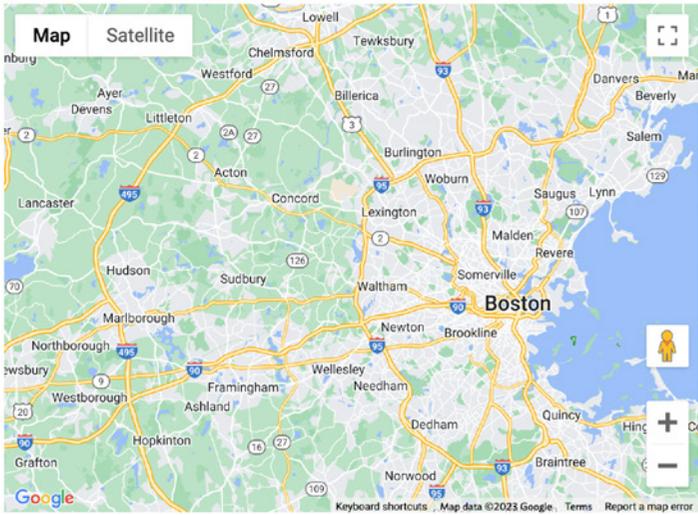
Portal User Feedback

Terms and Conditions

Privacy Policy

**1 Preferred clinic: Up to 5 preferred clinics can be selected**

Map Satellite



Select a search radius:  
25 miles

Treatment options  
 All Clinics  Home Clinics  In Center Clinics

Enter a zip code or address/city:  
Zip code or address/city

Favorite clinics Search results

No favorite clinics.

**Selected Preferred Clinics for Current Referral** Rank clinic preference by utilizing the up/down buttons below

Rank	City	Address	Phone
1			
2			
3			
4			
5			

**FRESENIUS KIDNEY CARE**

DIALYSIS REFERRAL PORTAL

JV Hosp Admin LOG OUT

Referral Dashboard

User Management

**3 SAVE FOR LATER >** **4 CONTINUE >**

- 1 Preferred clinic:** Choose the new patient's preferred Fresenius Kidney Care center. You can select your search radius and then enter a city, state, zip code, or even a full address. When you enter a city, state, zip code, or address, the clinics within the search radius will appear in a list. The center search address field will be prepopulated with the home or discharge address, if applicable.
- 2 Medical considerations:** Provide answers to questions about the new patient's current and past medical history. Notes may be added to each if necessary.
- 3 Save for later:** Save a partially completed referral by selecting the "Save for later" button at the end of the form. The referral will then be stored on the "Unsubmitted referrals" page.
- 4 Continue:** Click "Continue" to go to the next step in the referral process—to review the information you are about to submit.

# New referral submission continued

The screenshot displays the 'Edit Referral' interface for FMCNA Test Hospital. It is divided into two overlapping panels representing different steps in the process.

**Top Panel (Step 1: Demographics):**

- Progress Bar:** Step 1 is active, indicated by a green circle and line.
- Form Fields:**
  - Patient Name: Meghan Allman
  - Home Address: 2222 Main Avenue, Santa Clara, California, 95050
  - Discharge Address: 2222 Main Avenue, Santa Clara, California, 95050
  - Patient Phone: (Empty)
  - Gender: Female
  - Date of Birth: 10/09/1955
  - SSN: (Empty)
  - Referring Nephrologist: Dr. Sam Jones
- Buttons:** 'CANCEL & EXIT' in the top right.

**Bottom Panel (Step 2: Provide Documents):**

- Progress Bar:** Step 2 is active, indicated by a green circle and line.
- Instructions:** 'There are 6 required documents:'
  - A. Demographics (with Social Sec#, employment/retirement, insurance information and insurance card)
  - B. History & Physical or Nephrology Consult Note or Discharge Summary or Recent Physician Progress Note
  - C. Hepatitis B Antibody, Hepatitis B Antigen result
  - D. Current Medication List/Current Vaccination Information
  - E. Current Allergy List
  - F. Recent Dialysis Orders or Last 3 Treatment Sheets
- Notification:** 'Please include a copy of your insurance card with uploaded/faxed documents.'
- Options:**
  - Upload Documents:** You can upload the required documents through the portal by clicking the button below.
  - Fax Documents:** You can fax the required documents with the fax cover sheet provided upon submission.
- Buttons:** 'CHOOSE FILES' (with a '3' in a green circle), 'BACK', and 'SUBMIT' (with a '4' in a green circle).
- Footer:** 'Application version: 4.0.2'.

## Step 2

- 1 Review the information:** Return to previous step to edit if changes are needed.

## Step 3

- 2 Upload or fax documentation:** Upload the documents needed through the portal or send via fax. If you are faxing documents, the portal will generate a prefilled fax cover sheet for you to print. Uploaded documents will not require a cover sheet.
- 3 Choose files:** Click to upload documents. Note that some medical records systems will not allow you to save a document to your computer so that it can be uploaded.
- 4 Submit:** When you submit the referral, Admissions Services at Fresenius Kidney Care will receive it instantly and begin processing the new patient. A schedule letter will arrive soon, but any missing required documents must be faxed or uploaded in order to complete the referral.

# Patient status detail

**FRESENIUS KIDNEY CARE**  
DIALYSIS REFERRAL PORTAL

**Meghan Allman Referral Status**  
FMCNA Test Hospital

BACK TO DASHBOARD

**1** **MA Meghan Allman** PORTAL

Date of birth: [REDACTED]  
Referral submitted: [REDACTED]  
Referral by: [REDACTED]  
Referring provider: [REDACTED]

Admissions contact: [REDACTED] Phone: [REDACTED]  
Hospital and Patient Service Manager: [REDACTED] Name: [REDACTED] Phone: [REDACTED]

**Current status**

Required Documents  
 Ready For Treatment

TREATMENT SCHEDULE

**2** **Original documents received for Meghan Allman**

Received	Document	Received Date
No documents received yet.		

**3** **Documents required to complete the referral**

Received	Document	Received Date
No documents received yet.		

**4** PRINT FAX COVER PAGE AND FAX DOCUMENTS **5** UPLOAD DOCUMENTS

- 1 Status card:** View the status card from the dashboard at the top of each patient detail page.
- 2 Original documents panel:** See a list of files you've uploaded or faxed.
- 3 Required documents:** View the list of all the required documents for the referral. There are five mandatory documents, but in some cases additional documents will be requested. A check mark appears beside the documents that have been cleared by Admissions Services.
- 4 Print fax cover page:** Print the fax cover sheet for the referral, so that you can fax additional documents without having to fill out any additional information.
- 5 Upload documents:** Upload missing or additional documents, if your referring institution's computer system allows it.

**Did you know you can send a message to Admissions Services and view any previous conversations regarding the specific patient referral?**

# FAQs

## How do I get an administrator account?

Your Fresenius Kidney Care Hospital and Patient Services Manager will create your administrator account and then you will receive your invite via email.

## How do I get a provider account?

Ask your Hospital and Patient Services Manager to create an account for the Fresenius Kidney Care Admissions Portal. Once created, you will receive an email to register.

## I need to make a change to a referral I submitted; can I do that through the portal?

Yes, you can submit a change request via the portal. Changes to the referral will be processed by Fresenius Kidney Care upon receipt.

## Will the portal show me all the referrals or just the ones I entered?

The portal will show all referrals sent to Fresenius Kidney Care from the hospital or doctor's office regardless of which portal user has submitted the referral or how it was sent.

## Can I use the portal on a mobile device such as a phone or tablet?

Yes, the portal is designed to work across multiple devices and platforms.

## What if my institution's computer system doesn't allow me to save and upload files?

Faxing documents will be the best way to send documents if you are unable to upload them. You can easily generate and print fax cover sheets from the portal. Documents can be faxed to **1-877-699-5524**.

## If I still have to fax, why should I use the portal?

The Fresenius Kidney Care Admissions Portal is designed to minimize phone calls and increase visibility into the admissions process through real-time tracking and status of all referrals received from your institution. When you submit a referral through the portal, you can send messages directly to the Admissions Services team for a faster response or resolution to any of your questions. You can also use the portal to generate fax cover sheets for submitting additional documentation.

## Why do I have a treatment schedule but "Ready to treat" or "Required documents" isn't green yet?

Treatment schedules are often given in advance of clearance to ensure the patient is scheduled.

## There's something I don't like about the portal; can it be changed?

We are always looking for ways to improve the user experience, so please direct any feedback to your Hospital and Patient Services Manager.

## I'm having technical difficulties with the portal; who should I call?

If you are experiencing technical difficulties, but do not need to submit a referral, please call **1-833-362-4321**.

## How do I reach Fresenius Kidney Care Admissions Services?

You can now send messages to Admissions Services regarding a patient referral directly through the admissions portal. You can access responses by clicking on the Messaging icon by a patient's name or by clicking the "View Details" button. If you still need support, you can reach the team at **1-866-434-2597**. You can also immediately fax your referral request to **1-877-699-5524**.

## Which browsers are compatible with the portal?

The portal works best with current versions of Chrome and Edge.



For more information about the Fresenius Kidney Care Admissions Portal, contact your Hospital and Patient Services Manager or Director of Market Development.