

FACT SHEET

Fresenius Medical Care Disaster Response Program

Disaster Response and Dialysis

Natural disasters often cause widespread damage and loss of life, but they are particularly dangerous for the more than 450,000 people currently on dialysis in the U.S. People on dialysis require treatment as often as three times a week. They are among the most vulnerable during a disaster. If their treatment is interrupted for a prolonged period of time, they become very sick and can potentially die.

Fresenius Medical Care North America's (FMCNA) commitment to disaster preparedness and response has helped to protect the lives of thousands of patients cut off from their life-sustaining treatment during disasters and the ensuing power outages, road closures, and other widespread destruction. The FMCNA Disaster Response plan has been successfully tested many times over the years, providing access to critical care during tornadoes, floods, ice storms, severe thunderstorms and hurricanes.

Our Comprehensive Approach

The Fresenius Medical Care Incident Command Team, consisting of divisional, technical and regional employees, has worked with local governments and community organizations to help ensure patients are prepared for a disaster in advance, when possible, and cared for when one strikes. We take a comprehensive approach, coordinating across all levels of the company and with affiliates such as Renal Therapies Group, TruBlue Logistics, Spectra Laboratories, and Fresenius Vascular Care. Working together, the company gets working dialysis equipment and supplies to patients in difficult circumstances; ships medicines and supplies to where they are needed most; and provides vascular care to patients whose vascular access is their lifeline connection to dialysis.

Important services that FMCNA provides during a disaster include:

- Ensuring patients have additional treatment opportunities before an impending natural disaster.
- Arranging treatments for patients served by clinics closed by a disaster, as well as patients from other dialysis companies whose clinics have been closed.
- Redirecting personnel to open facilities and create additional employee shifts to treat patients.
- Delivering generators, fuel, water, warm meals and other necessary supplies to facilities to enable staff members to continue treating patients.
- Arranging for relief transportation.
- Supplying temporary housing to employees whose homes are not safe to occupy, so they can be there for patients (e.g., motor homes with personal supplies and generators).

Preparation Starts before a Disaster

We work hard to ensure that our patients are prepared before a natural disaster strikes, and know what to do before and during an event to get the treatments they need to survive. The company

distributes disaster packets to each patient, which include the patient's ID, medication and allergy lists, insurance information, emergency contact numbers, and information about the specific type of dialysis treatment they need. Each clinic also conducts individual calls to its patients to schedule treatments before an impending disaster and to educate them on how to respond when one hits. As part of our ongoing efforts, FMCNA also takes the following steps:

- Patients are given an Emergency Hotline Number to call, which provides essential information, such as when and where they need to go for treatments.
- Our staff makes contact with patients who have not been accounted for to determine their location, status and needs.
- We post announcements on our websites and work with the local news media to provide information to patients in case they cannot be reached by phone or email.
- Staff is reassigned to facilities where their patients have been directed to so we can provide consistent, compassionate and quality care.

All FMCNA facilities have a robust site-specific disaster plan. We conduct annual training for internal disaster teams and first responders, stockpile disaster-related inventory (including pandemic prevention kits) in strategic locations, and partner with hospital programs to administer post-disaster acute dialysis treatments.

Track Record

FMCNA disaster response program has a long track record of meeting the needs of both Fresenius and non-Fresenius patients, as well as our staff involved in serving patients during natural disasters around the country.

FMCNA has worked with FEMA and the American Red Cross during hurricanes Rita, Katrina, Ike and Sandy, and we maintained these relationships, as well as the Kidney Community Emergency Response (KCER) Coalition, to meet future needs. FMCNA's disaster response team is ready to be activated at any moment, and is dedicated to be there to provide relief to our displaced staff and patients during their most vulnerable times. We have won several awards for our work, including the USA Council of the International Association of Emergency Managers Business & Industry Preparedness Award in 2010.

THE IMPACT OF KATRINA

In the record hurricane season of 2005 when hurricane Katrina devastated the Gulf Coast, more than 100 FMCNA dialysis clinics were affected by the storms, with more than 40 forced to close for 2-3 days.

Still, the company's efforts allowed us to treat more than 7,000 displaced patients, including about 1,000 non-Fresenius patients.

In Gulfport, Miss., more than 1,000 local staff and national Fresenius volunteers helped build a temporary, self-contained RV and trailer "village" fueled by large and small generators to provide essential treatment for patients and provide temporary housing for 72 staff members and their families.

The "Fresenius Village" was open for a year and housed 200 nurses and their families whose homes were destroyed.
