

Dialysis Patient Assistance Hotlines

The Conditions for Coverage for End Stage Renal Disease facilities require that dialysis facilities provide patients with:

- Instructions on how to contact their facility during an emergency.
- An alternate emergency phone number in case the facility phone is not answered and/or the facility is not functioning during a disaster.
- Directions on what to do if they are not able to get to their regular dialysis treatment, including dietary precautions and seeking treatment promptly in the event that a natural or man-made disaster results in the closure of their facility.

If a patient is unable to reach someone from their facility, they (or a support person or healthcare provider) can use the following patient hotlines, starting with their dialysis company’s hotline first, to obtain an appointment for dialysis treatment.

Dialysis Company	Patient Hotline Phone Number
American Renal Associates (ARA)	978.232.4099
DaVita (DVA)	800.400.8331
Dialysis Center Inc. (DCI)	866.424.1990
Fresenius Medical Care (FMC)	800.626.1297
US Renal Care (USRC)	866.671.8772
National Renal Care (NRC)	562.421.2690
If a patient is unable to obtain placement for treatment via the company hotline phone number above, they can contact ESRD Network 7 at 800.826.3773	