



Introducing the Fresenius Kidney Care Admissions Portal

To support a seamless discharge of your patients to dialysis, Fresenius Kidney Care offers an online admissions portal, allowing you to upload documentation and track the status of your patients in real time.

How to set up your admissions portal

1. Log in for the first time

- Check your email for the invitation and click the link provided.
- Set your password.

2. Create user accounts

- Click the “User Management” button on the left navigation bar.
- Click the “Add Users” button.
- Fill in the new user’s information and send the invitation.
- Repeat this process for each user you want to add.

3. Activate user accounts

- Each new user will receive an invite link by email.
- Once a user has set up their password, they are free to use the portal.

Contact your Fresenius Kidney Care Hospital and Patient Services Manager (HPSM) or Director of Market Development to initiate your administrator account.

Note that invites are only valid for 72 hours, after which a new invite will need to be sent by the Fresenius Kidney Care HPSM or portal administrator.

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.