

Diaverum is a Swedish-born, multinational healthcare organisation that provides life-enhancing renal care to patients with chronic kidney disease, empowering them to live fulfilling lives.

As a global leader and the largest independent renal service provider in Europe, we care for around 44,500 patients across 457 clinics in 24 countries globally.

We provide renal care personalised to patients' needs and choices, offering a portfolio of treatments ranging from preventive care, haemodialysis, peritoneal dialysis and home care, to the coordination of patients' comorbidities and holiday dialysis.

[www.d.holiday](https://www.d.holiday)

# Empowering you to travel

d.HOLIDAY is here to make your journey seamless and stress-free

Start planning  
your next getaway  
with d.HOLIDAY





## Travel is possible – and we're here to assist you

Living with dialysis doesn't mean giving up travel. d.HOLIDAY is our dedicated holiday dialysis programme, created to support you and your loved ones to keep exploring the world.

From the moment you start thinking about travelling, our teams are here to guide you. We help you find and book dialysis at Diaverum clinics, answer your questions about travelling safely, and work with your home clinic to make sure your care continues smoothly while you are away.

With dedicated teams in 24 countries, you can feel confident that:

- **Your care is in safe hands:**  
You receive high-quality dialysis treatment from experienced Diaverum professionals at your destination.
- **Your trip is easier to plan:**  
We help coordinate your treatment schedule around your holiday plans.
- **You are not alone:**  
If questions or concerns arise before or during your journey, our coordinators are here to support you.

Whether it's a weekend away, a family celebration or the holiday of a lifetime, count on d.HOLIDAY to be on your side – so you can travel with confidence and focus on making new memories.

# The best of two worlds

As one of the world’s largest, and indeed Europe’s largest, independent integrated renal care provider, our network comprises more than 450 clinics in 24 countries.

Diaverum’s d.HOLIDAY programme empowers you to enjoy the freedom to travel, without compromising your care.

When you receive dialysis in any of our clinics, you can feel confident that your treatment continues with the same focus on safety, quality and continuity as at home.

Whether you’re going on holiday, visiting friends and family, or travelling for business – Diaverum’s clinics are ready to welcome you.

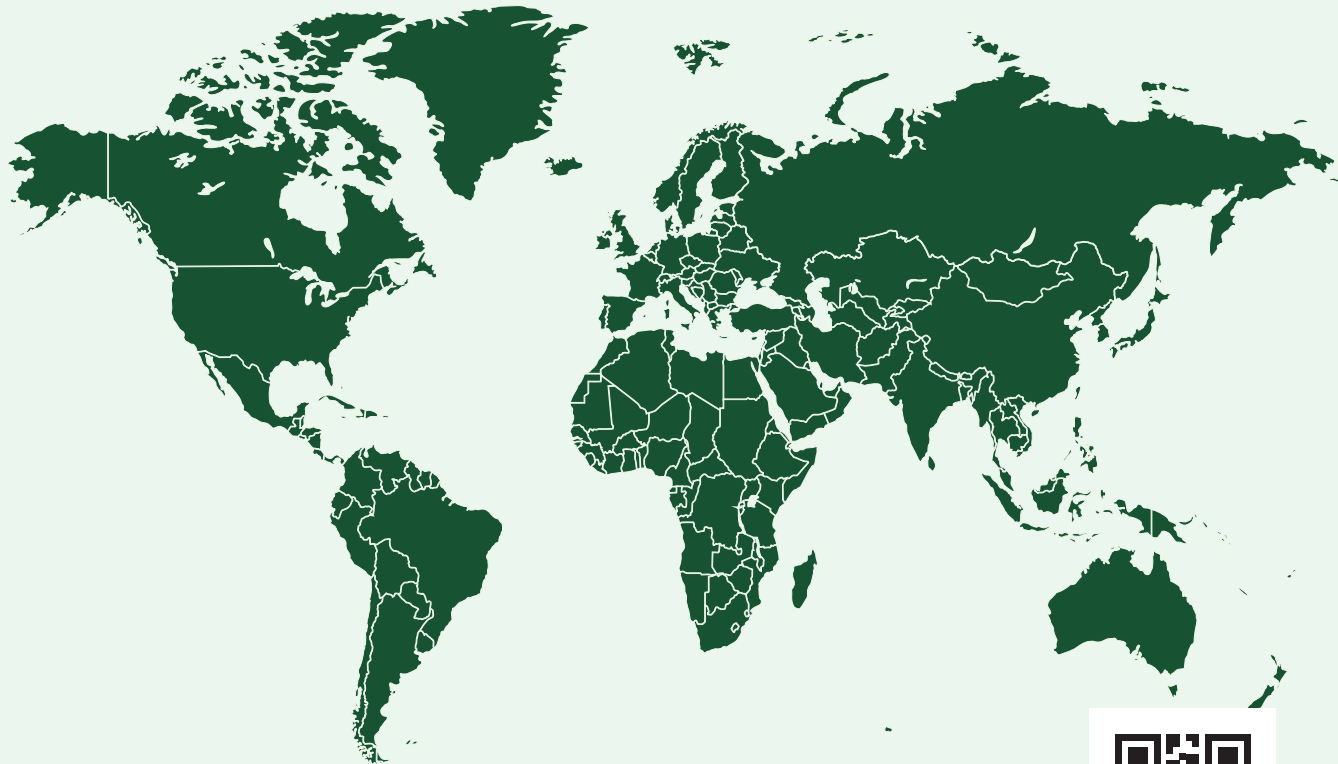


 **44,500+**  
patients

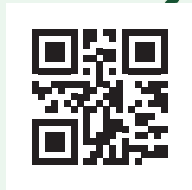
 **14,500**  
healthcare  
professionals

 **6,7 million**  
treatments annually  
(approx.)

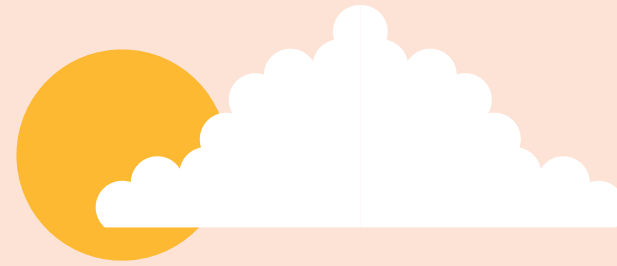
# Global presence



Scan QR code to  
find your holiday clinic



# d.HOLIDAY is here to guide you



Planning a holiday around dialysis care involves a little extra preparation but travelling while on dialysis is possible.

With a bit of planning and support from d.HOLIDAY and your home clinic, you can enjoy your break and still receive the care you need.

## 1. Plan early

The earlier you start, the easier everything becomes. Begin by speaking with your physician or care team at your home clinic. They will:

- confirm that you are healthy and fit to travel
- advise you on any vaccinations, travel precautions or extra check-ups you may need
- help you understand what to consider regarding holiday insurance and medication

Once you have an idea of where you would like to go, visit [www.d.holiday](http://www.d.holiday) and search for a Diaverum clinic at your chosen destination. Through d.HOLIDAY you can:

- explore Diaverum clinics in over 24 countries and 450+ clinics
- find information about each clinic, including facilities and treatment options
- learn what to expect from dialysis at your holiday destination

Planning early increases the likelihood of securing dialysis close to where you are staying, on dates and at times that fit your holiday plans.

## 2. Insurance & payment

Before booking your trip, we recommend that you:

- contact your insurance company to confirm what they cover for dialysis during travel, medical emergencies, and trip changes
- check any country-specific rules that may apply to your situation

For European travel, your local care team or d.HOLIDAY holiday coordinator can advise whether your chosen holiday clinic can accept state or insurance

coverage (for example, EHIC/GHIC or local agreements where applicable). Please make sure you receive this confirmation before you set off. Your d.HOLIDAY coordinator can also guide you on how payment works at your holiday clinic and what, if any, costs you may need to prepare for.

## 3. Choose your destination & accommodation

When selecting where to go, it can help to consider:

- distance from the clinic – staying reasonably close to your Diaverum clinic makes getting to treatments easier
- local climate and activities – talk to your care team about what level of activity, temperature and altitude are suitable for you
- accessibility and support – check if your hotel or accommodation can support any mobility or dietary needs you may have

On [www.d.holiday](http://www.d.holiday), you can explore destinations where Diaverum is present and find inspiration for places that fit both your treatment and your travel dreams.



#### 4. Book your holiday dialysis & transfer your medical documentation

Once you have chosen your destination and travel dates, it is time to arrange your holiday dialysis through d.HOLIDAY:

- visit **www.d.holiday**, contact your home clinic, or reach out to your local d.HOLIDAY Coordinator to request holiday dialysis at a Diaverum clinic.
- within 72 hours of submitting a holiday dialysis request via our booking platform, you will receive an answer on whether the clinic has availability for you.
- you, your home clinic and the holiday clinic will work together to share your medical documentation securely, so the team at your destination understands your treatment plan and needs.
- you will receive a final treatment confirmation from the local Diaverum physician team once they have reviewed your medical documentation.
- you will then be informed of your treatment schedule, so you can plan the rest of your holiday around it.

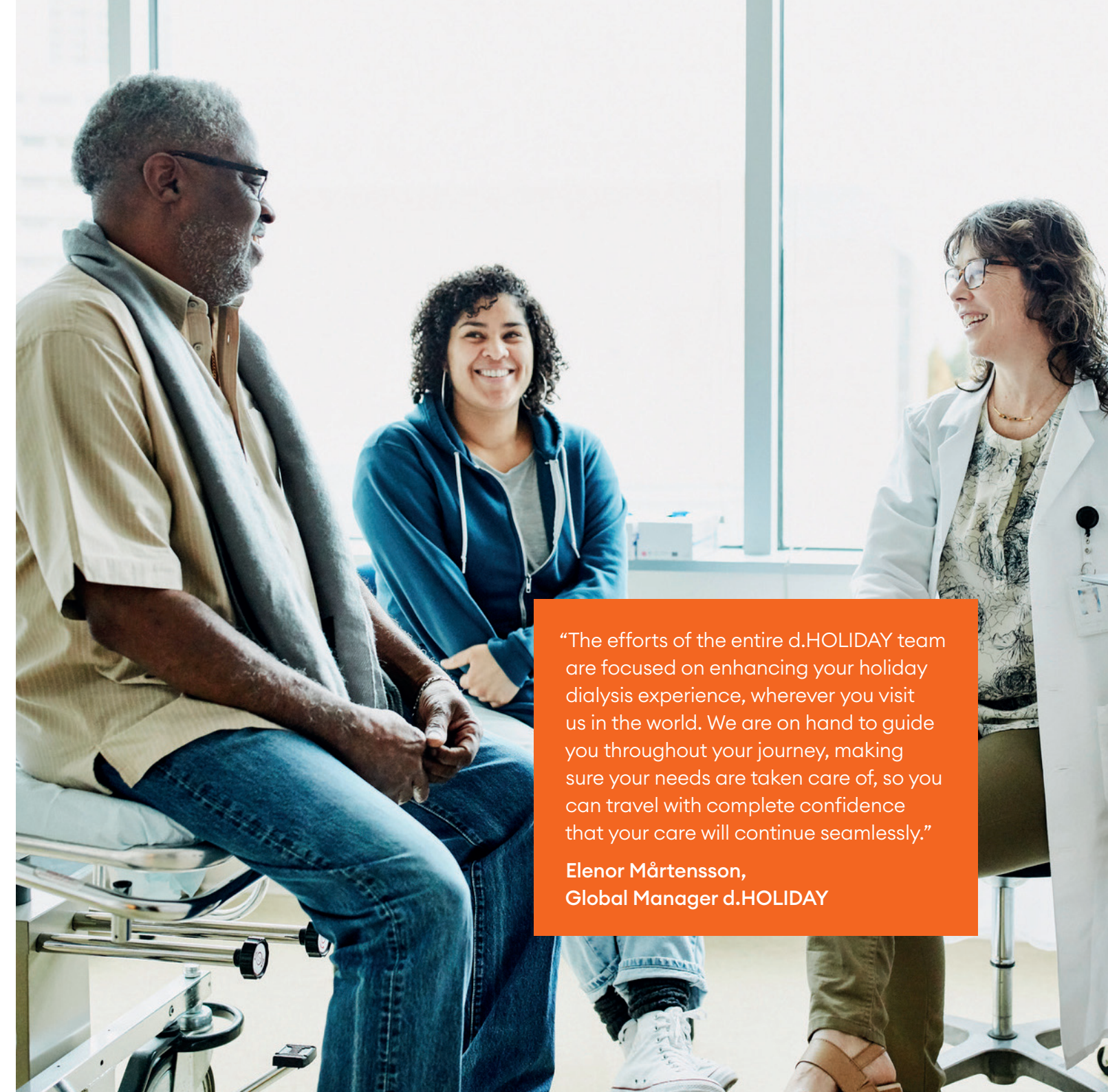
#### 5. At holiday destination

Just as at home, you should be mindful of what you eat and drink while on holiday. Your dietitian or care team can advise you on how to manage your diet when travelling, including local foods to enjoy in moderation and those to avoid.

When travelling, remember to:

- carry a letter from your doctor confirming that all medication you bring is prescribed for you
- keep medicines in their original packaging and in your hand luggage where possible
- check if you need to declare medication to Customs when entering or leaving a country

**With d.HOLIDAY, you don't have to plan alone. We are here to help you prepare, feel confident in your arrangements and focus on what matters most: enjoying your time away and making memories with the people you love.**



“The efforts of the entire d.HOLIDAY team are focused on enhancing your holiday dialysis experience, wherever you visit us in the world. We are on hand to guide you throughout your journey, making sure your needs are taken care of, so you can travel with complete confidence that your care will continue seamlessly.”

**Elenor Mårtensson,**  
Global Manager d.HOLIDAY

## d.HOLIDAY makes travel possible



“While the logistics around travelling might seem daunting at first, the rewards of exploring new

places are immense. In addition, the more you travel, the more comfortable you become, and the less intimidating the whole process seems. Start with shorter trips to gain confidence. And, when planning to travel, it’s important to remember that there are professionals who can help you. Speak to your home clinic team, a specialised travel agency, or your local patient association for assistance. By taking the first step and seeking appropriate support, you can embark on fulfilling travel experiences.”

**Jan Świątczak,**  
Dialysis patient and traveller



### Subscribe to our monthly newsletter

Travelling while on dialysis can present challenges, but it shouldn’t hold you back from your adventures. Our d.HOLIDAY Newsletter is designed to inspire and empower you.

Whether you’re looking for destination specials or useful tips, we’ve got you covered. Let us help you make the most of your travels.

Scan the QR code  
to subscribe today:



# Travelling while on a transplant list – support for you and your loved ones



**Being on a kidney transplant list shouldn't stop you from living your life, making plans or travelling with the people you care about.** Whether it's a holiday, a family celebration or a short break in another city, you and your loved ones deserve the freedom to go – without constantly worrying, “What if the call comes while we're away?”

At Diaverum, we're committed to helping patients live fulfilling lives, and that includes feeling safe and supported when travelling.

## What is the d.HOLIDAY Fly Back Programme?

The d.HOLIDAY Fly Back Programme is designed for eligible kidney transplant patients who are travelling with d.HOLIDAY

and might receive their long-awaited transplant call while away from home.

If this happens, you and your family should not have to panic about how to get back. Our programme:

- helps arrange your journey back from your holiday destination to your transplant hospital
- covers the cost of the fastest reasonable travel option (according to the Terms of Use)
- aims to get you back safely and in time for your procedure, so you can focus on what matters most, not the logistics

For your loved ones, this means reassurance: there is a clear plan in place if the call arrives while you are travelling together.

With d.HOLIDAY's Fly Back Programme, you can plan trips with greater confidence, knowing that if the phone rings, you are not alone – there is a system ready to help you get home, at no additional cost to you for the journey (as set out in the Terms of Use).

## Who is eligible for the d.HOLIDAY Fly Back Programme?

To be eligible, all of the following must apply:

### 1. You are travelling with d.HOLIDAY for dialysis

- you are confirmed to receive, are receiving, or have completed holiday dialysis at a Diaverum clinic through the d.HOLIDAY programme (this applies to both Diaverum and non-Diaverum home patients); or
- you are a Diaverum patient who is confirmed to receive, is receiving, or has completed holiday treatment in a non-Diaverum clinic arranged through d.HOLIDAY.

### 2. You are on a transplant list – and you tell us

- you have informed Diaverum and the holiday clinic when booking your

treatment that you are actively listed for a kidney transplant.

- this helps us be prepared, so if the call comes, we can act quickly for you.

### 3. You travel within covered regions

- Your trip is within the covered regions and countries defined in the Terms of Use (see the specific list of countries in the FAQs section).

**With d.HOLIDAY and the Fly Back Programme, you and your loved ones can look forward to trips again – visits to family, breaks by the sea, or long-awaited holidays – knowing that if your transplant opportunity arrives, there is a plan in place to bring you home.**

# FLY BACK

