

## Patient Resource Guide - COVID-19

### Dialysis Company Patient Helplines

- American Renal Associates (ARA): 888-880-6867
- Dialysis Clinic, Inc (DCI): 866-424-1990
- DCI Donor Hotline/Transient Patients: 800-969-4438
- DaVita: 800-400-8331
- DSI: 877-374-3375
- Fresenius (FKC): 800-626-1297
- RAI: 800-403-2530
- Satellite Healthcare: 650-830-7954
- SAMHSA - Disaster Distress Helpline: 800-985-5990
- US Renal Care: 866-671-8772
- Veteran Disaster Relief Hotline: 800-507-4571

### Preparations/Precautions/Management of COVID-19:

#### **1. American Kidney Fund**

- **Coronavirus information hub**
  - <https://www.kidneyfund.org/coronavirus/>
- **Coronavirus, COVID-19 and kidney patients: what you need to know**
  - <https://www.kidneyfund.org/kidney-today/coronavirus-and-kidney-patients.html>
- **5 urgent reminders for dialysis patients during coronavirus**
  - <https://www.kidneyfund.org/kidney-today/5-urgent-reminders-for-dialysis-patients-during-coronavirus.html>

#### **2. National Kidney Foundation**

- **Kidney Patient Prep for Coronavirus**

- <https://www.kidney.org/contents/be-prepared-kidney-patient-prep-coronavirus>
  - **Planning for Emergencies: A Guide for People with Chronic Kidney Disease (pdf)**
    - [https://www.kidney.org/sites/default/files/11-10-0807\\_IBD\\_disasterbrochure.pdf](https://www.kidney.org/sites/default/files/11-10-0807_IBD_disasterbrochure.pdf)
- 3. Kidney Community Emergency Response (KCER) Coalition**
- **Preparing for Emergencies: A Guide for People on Dialysis (English) (pdf)**
    - [https://www.kcercoalition.com/contentassets/85ceb9eaa06e4e1b9f59395f7936468a/cms\\_preparing-for-emergencies\\_2017update\\_final\\_508.pdf](https://www.kcercoalition.com/contentassets/85ceb9eaa06e4e1b9f59395f7936468a/cms_preparing-for-emergencies_2017update_final_508.pdf)
  - **Prepárese para Emergencias: Una guía para personas en dialysis (En Español)(pdf)**
    - <https://www.qirn3.org/Files/Emergency-Prep/SPANISH-Preparing-for-Emer.aspx>
- 4. CDC - Frequently Asked Questions about COVID-19**
- <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- 5. American Society of Nephrology Screening/Management of COVID-19**
- <https://www.asn-online.org/g/blast/files/DIALYSIS%20COVID%202019%20Update%2003.04.2020FINAL.pdf>
- 6. CDC Guidance/Precautions for Suspected or Confirmed Cases**
- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/dialysis.html>
- 7. Penn Medicine Transplant Patient Information Regarding COVID-19**
- <https://www.pennmedicine.org/updates/blogs/transplant-update/2020/march/info-on-coronavirus-for-transplant-patients>
  -
- 8. American Society of Transplantation**
- **Coronavirus Disease 2019 (COVID-19): Frequently Asked Questions from Transplant Candidates and Recipients**

- <https://www.myast.org/coronavirus-disease-2019-covid-19-frequently-asked-questions-transplant-candidates-and-recipients>
  - **COVID-19 (Coronavirus) FAQs for Organ Transplantation**
    - <https://www.myast.org/sites/default/files/COVID19%20FAQ%20Tx%20Centers%20030220-1.pdf>
- 9. CMS COVID-19 Infection control guidance for nursing, hospice, home health and dialysis facilities.**
- <https://www.mwe.com/insights/cms-covid-19-infection-control-guidance-for-nursing-hospice-home-health-and-dialysis-facilities/>
- 10. The Dialysis Patient Citizens (DPC) Education Center**
- **What the COVID-19 Means for Kidney Patients (video)**
    - <https://www.dpcedcenter.org/education-webinar/what-the-covid-19-means-for-kidney-patients/>
  - **Coronavirus Disease (COVID-19) Information for Dialysis Patients**
    - <https://www.dpcedcenter.org/news-events/news/coronavirus-disease-covid-19-information-for-dialysis-patients/>
- 11. SAMHSA/HHS - Taking Care of Your Behavioral Health: Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak.**
- <https://store.samhsa.gov/system/files/sma14-4894.pdf>
  - 1-800-273-8255

### **Medication:**

- 1. Rx Open**
  - <http://rxopen.org/>
  - 1-866-247-2694
  - Helps patients find nearby open pharmacies in areas impacted by disaster
- 2. Rx Assist**
  - [www.rxassist.org/patients](http://www.rxassist.org/patients)

- Provides up-to-date directory of free and low-cost medicine programs and other ways to manage medication costs.
- Email: [info@rxassist.org](mailto:info@rxassist.org)

### **3. Rx Hope**

- <https://www.rxhope.com/Patient/Home.aspx>
- A free patient assistance program to assist people in need obtain critical medications.

### **4. USARX**

- [www.usarx.com](http://www.usarx.com)
- Provides coupons online for downloading/printing and can be brought to the pharmacy to see if it will give consumer a lower price or beat their copay.
- Email: [support@usarx.com](mailto:support@usarx.com).

### **5. Needy Meds**

- <https://www.needymeds.org/>
- Offers a HelpLine and website information on financial assistance programs to help defray cost of medication. Website also offered in Spanish.
- (800) 503-6897

## **Food:**

### **1. Feeding America**

- <https://www.feedingamerica.org/find-your-local-foodbank>
- No phone #, only email in questions [here](#)
- Helps patients find a feeding program/food bank in their local community

### **2. FoodPantry.org**

- <https://www.foodpantries.org/>
- Helps patients find a local food pantry or soup kitchen. Search by zip code or it's organized by state

### **3. PantryNet.org**

- <http://pantrynet.org/>

- Helps patients find a local food pantry

#### 4. USA.gov

- <https://www.usa.gov/food-help>
- Find out how to get food in case of an emergency, apply for food stamps and what free or low-cost food programs are available for infants, children and seniors.
- 1-866-348-6479 (English)
- 1-877-842-6273 (Spanish)

### Employment/Unemployment:

#### 1. Career One Stop

- <https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx?newsearch=true>
- Unemployment Benefit Finder - Helps patients find information about filing for unemployment benefits by state

#### 2. ESRD Network Organizations

- <https://www.cms.gov/Medicare/End-Stage-Renal-Disease/ESRDNetworkOrganizations/index?redirect=/ESRDNetworkOrganizations/>
- ESRD Networks allow dialysis and transplant providers to coordinate patient referral and access to resources in a more efficient manner.
- Find your region's ESRD network here: <https://esrdnetworks.org/membership/esrd-network's>

#### 3. Career one stop

- <https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/Find-Unemployment-Benefits.aspx?newsearch=true>
- The federal government is allowing new options for states to amend their laws to provide unemployment insurance benefits related to COVID-19
- 1-877-872-5627

### Mental Health/Crisis

#### 1. CDC - Manage Anxiety & Stress about COVID-19

- [https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html)

## **2. National Suicide Prevention Lifeline**

- <https://suicidepreventionlifeline.org/>
- 1-800-273-8255

## **3. Crisis Text Line**

- <https://www.crisistextline.org/>
- Text: HOME to 741-741

## **4. Disaster Distress Helpline - The Substance Abuse and Mental Health Services Administration (SAMHSA)**

- <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- Text: TalkWithUs to 66746
- Call: 1-800-985-5990
  - TTY: 1-800-846-8517
- Spanish Speakers:
  - <https://www.samhsa.gov/find-help/disaster-distress-helpline/espanol>
  - Text from the 50 States, text: Hablanos to 66746
  - Text from Puerto Rico, text: Hablanos to 1-787-339-2663
  - Call: 1-800-985-5990 and press "2"

## **Health Insurance and Medical Expenses:**

### **1. If you have health insurance**

- Visit the website for your provider or contact their customer support line with any questions about coverage for COVID-19 testing and treatment.
- Many healthcare insurers are also making telemedicine available to customers for low or no cost.

### **2. If you do not have health insurance**

- You may be eligible for benefits through your state. Visit this website to explore options based on your household income, children in the home, and state:  
<https://www.insurekidsnow.gov/>

### **3. National Association of Free & Charitable Clinics**

- Offers a Find A Clinic function on its website by entering zip code.
- <https://www.nafcclinics.org/>

## **Home Internet Access**

### **1. Comcast Internet Essentials**

- <https://www.internetessentials.com/covid19>
- A low-cost home internet package for qualifying individuals and households, which is now available for free for the first two months (COVID-19 Special).

### **2. Access From AT&T**

- <https://m.att.com/shopmobile/internet/access/#!/startedStep>
- A low-cost home internet package for qualifying individuals and households (no special for COVID-19 but still available at a low cost).

## **General Assistance Locators:**

### **1. The United Way**

- [211.org](https://211.org)
  - Search outside of US: <https://www.unitedway.org/find-your-united-way#>
- Call: 211

### **2. NeedyMeds**

- <https://www.needymeds.org/dba-search>
- Assistance Search that filters by state (zip), area of assistance, and diagnosis
- 800-503-6897

### **3. Homeless shelter directory.**

- <https://www.homelessshelterdirectory.org/>
- Immediate emergency housing, provides information on homeless shelters and other social services throughout the country.
- Search by States and Cities.
- 

### **4. The Assistance Fund**

- For those who qualify for financial support, service provides patient advocates to assist in securing financial assistance for co-payments, prescriptions, deductibles, premiums and medical expenses. Spanish-language translation service also available.

- <https://tafcares.org/>
- (855) 845-3663

### **For Renal Professionals and Dialysis Facilities**

#### **1. American Society of Nephrology Informational Webinar**

- [Video/Webinar Link](#)
- [PDF Version](#)
- COVID-19 guidance for dialysis facilities from CDC and a presentation on managing patients with COVID-19 who require dialysis

#### **2. CDC - Steps Healthcare Facilities Can Take Now to Prepare for COVID-19**

- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/steps-to-prepare.html>

### **Bill payment assistance**

#### **1. USA.gov**

- <https://www.usa.gov/help-with-bills>
- Government programs to help pay for phone bills, medical bills, and other expenses. You can also learn how to apply for temporary assistance.

#### **2. Need Help Paying Bills**

- [www.needhelppayingbills.com](http://www.needhelppayingbills.com)
- Provides information on assistance programs, charity organizations, and resources that provide help paying bills, mortgage and debt relief (financial, rent and government assistance).