



d.HOLIDAY 2023 Conference
Spain, Málaga

**Enjoy the benefits
of d.HOLIDAY**

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Global Customer Manager Diaverum



d.HOLIDAY

Offering life-enhancing holiday dialysis
experiences to patients around the world

Why a d.HOLIDAY programme?

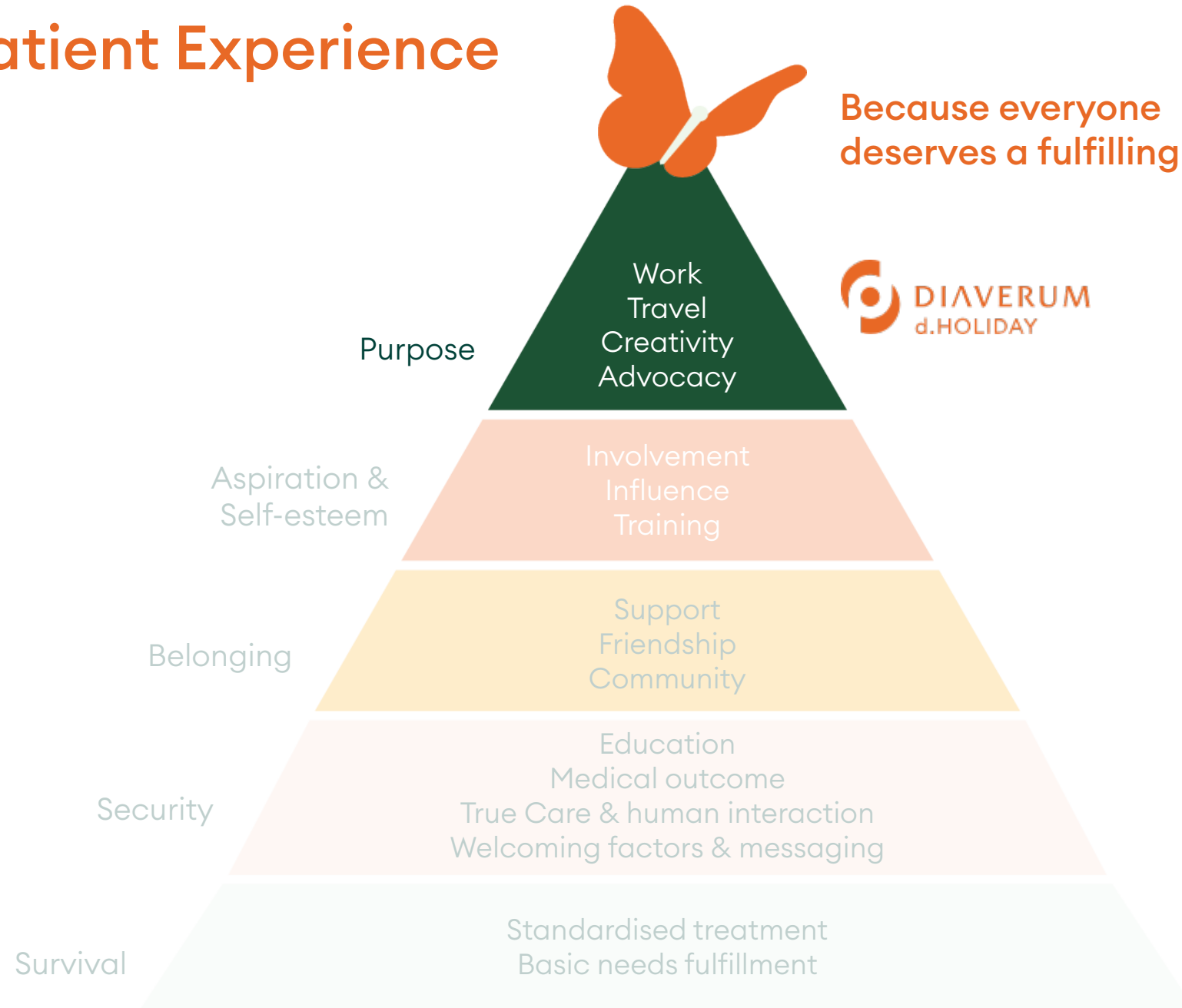


Diaverum's Patient Experience Framework

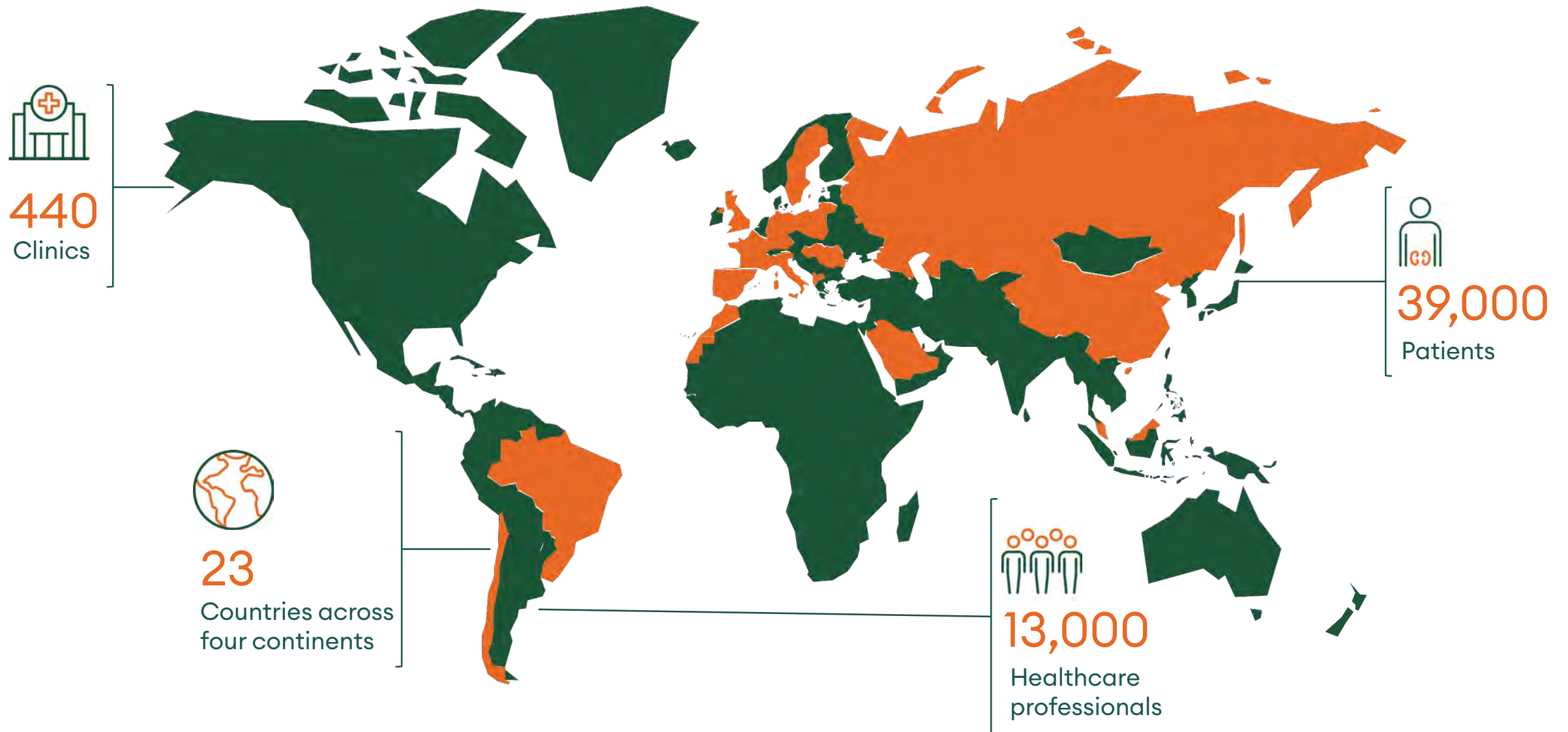
Because everyone
deserves a fulfilling life



**Cultural
context**
social,
demographic,
socioeconomic,
political



Diaverum & d.HOLIDAY: A global clinic network



Travelling for dialysis
patients means an
opportunity to



Visit family



and friends

Experience new places



and adventures



Go to a wedding in
another town



or travel for work



Or simply break away
from routines

What is d.HOLIDAY about?



d.HOLIDAY

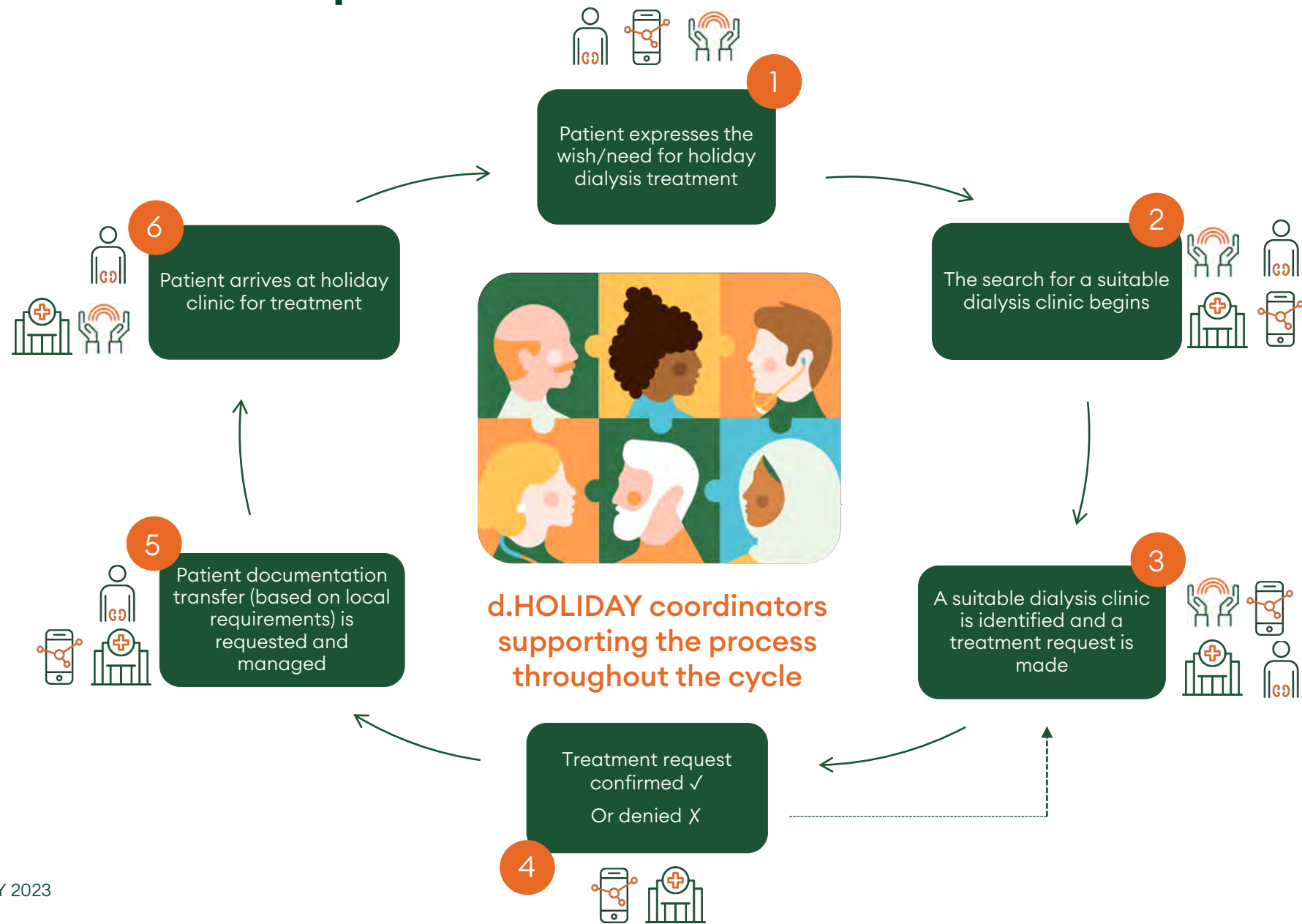
Offering life-enhancing holiday dialysis experiences to patients around the world

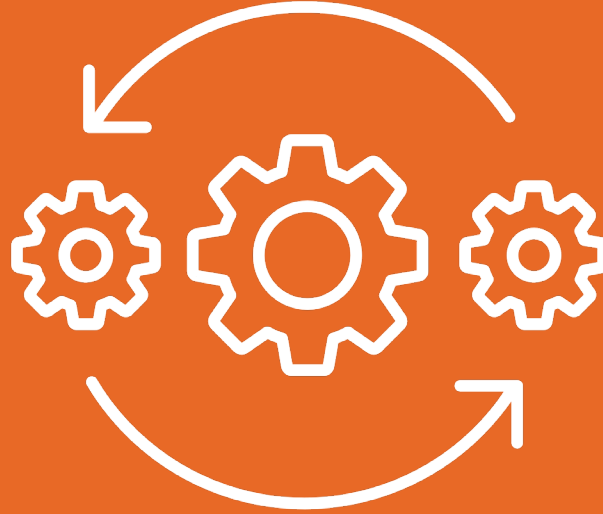
Diaverum's programme for dialysis patients who want to travel. It caters to all aspects of holiday dialysis, ensuring continuity of care outside of your home clinic

To provide a seamless experience for renal care patients, regardless of origin, providing easy access to dialysis care in another city or country – making it possible to visit family, travel for work, or go on holiday



d.HOLIDAY: Travel process





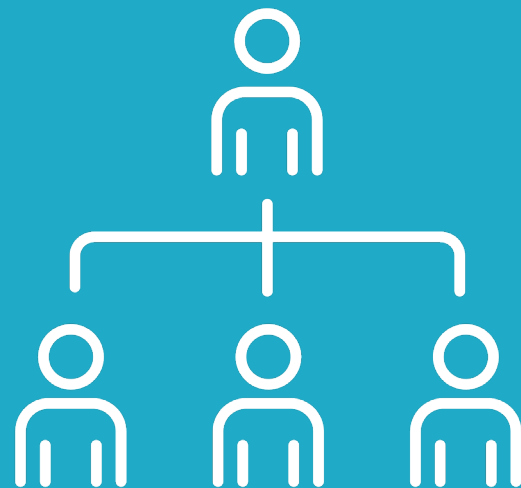
Holiday dialysis process

High quality
dialysis
treatments

Experienced
healthcare
professionals

Standardised
booking process

Online tool for
booking holiday
dialysis treatment

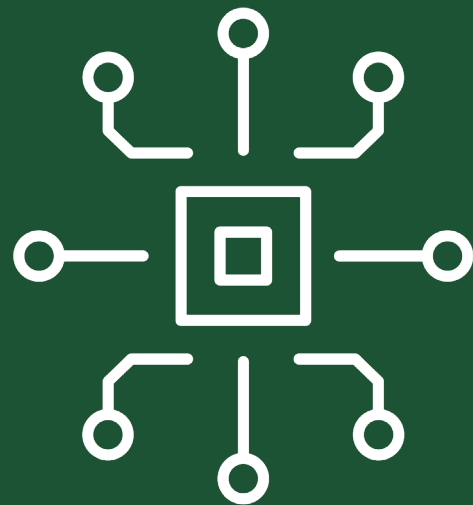


Diaverum coordinators' network

Head of
d.HOLIDAY

Holiday dialysis
country
coordinators

Holiday dialysis
clinic
ambassadors



Community & partnership

Patient
associations

Patient
advocates

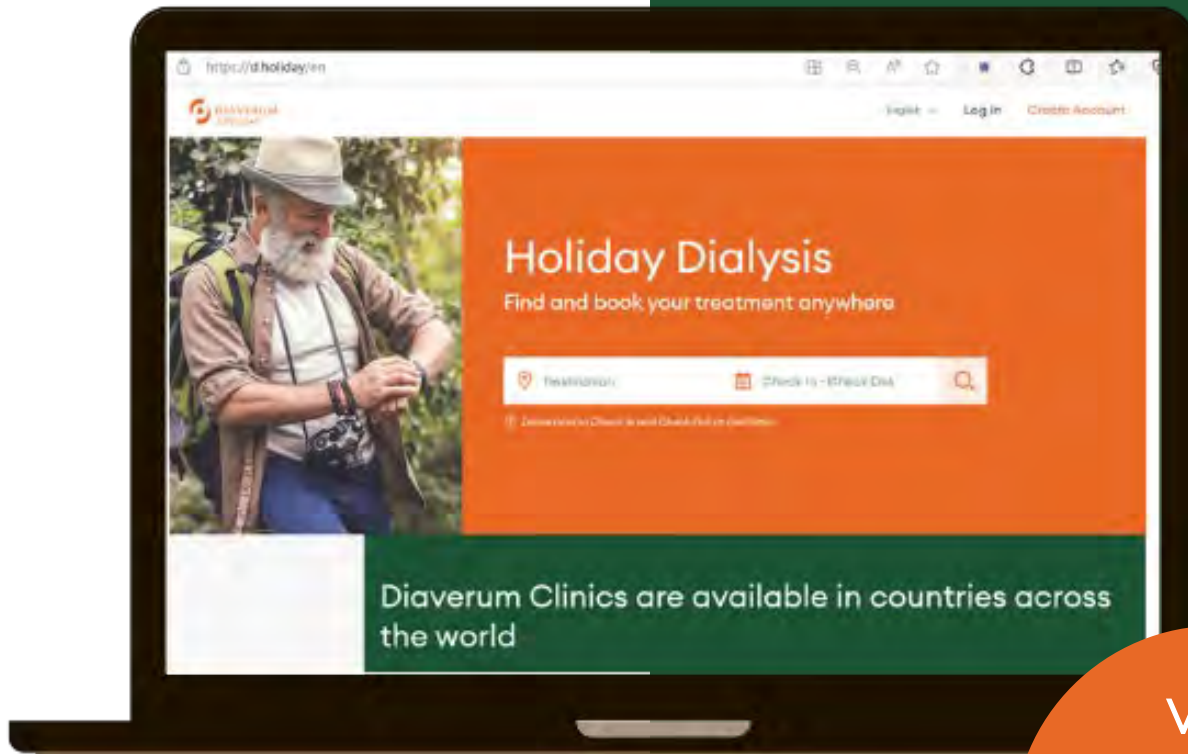
Travel agencies

Industry partners

d.HOLIDAY

Benefits





- Real-time visibility of treatment availability across Diaverum's network, in 23 countries
- Making the process of applying for holiday dialysis treatment faster and easier
- Simplifies the transfer of medical documentation

Visit
www.d.holiday



Monthly newsletter

Destination

d.HOLIDAY news

Travel tips



Explore Portugal



A unique country with a powerful maritime heritage, Portugal's location beside the Atlantic Ocean influences much of its culture. Aveiro with its canals, traditional architecture and fishermen's districts is one of Portugal's most popular tourist destinations. On the other hand, while its busy, coastal capital, Lisbon, is well known for its ornate architecture, traditional Fado music, fantastic cuisine and affectionate people, who are always happy and willing to welcome visitors.

Top destinations in Portugal



Explore more destinations in Portugal



¡Vamos a España!



Spain offers miles of sandy beaches, fantastic, year-round sun and modern facilities that keep tourists flocking back year after year.

Since the launch of our d.HOLIDAY booking platform in May, Spain has landed in the top 5 requested countries for holiday dialysis treatment, representing over 25% of the total number of treatments booked through our platform.

Top destinations in Spain



Explore more destinations in Spain



Wall calendar

2023

Call Center for details:
(CA) +16 479 469 426
(SE) +46 858 097 536

Contact us:
holiday@diaverum.com



d.HOLIDAY

**Empowering renal patients
worldwide to experience travel**

At Diaverum, we believe in enabling our patients to live fulfilling lives, which is why we developed d.HOLIDAY, a travel dialysis programme that helps connect you to high quality renal care across our worldwide network of clinics.

Wherever you are travelling, d.HOLIDAY will support you and your travel partner at every step of the journey, from defining an itinerary to ensuring continuity of your care at destination.



Posters



To find out more about d.HOLIDAY, talk to your care team or visit our website to know more.
www.diaverum.com



At home abroad

Diaverum Holiday Dialysis
– A revitalising experience



Brochure



Pins



Postcards



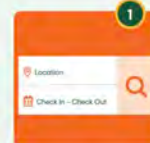
Pocket folder



Visit the **d.HOLIDAY** website and book your holiday treatment in just 3 steps



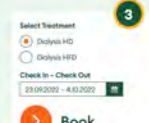
www.d.holiday



Enter your destination and select the dates you wish to travel



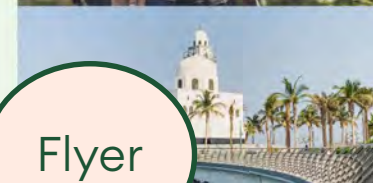
Apply filters to your search, including treatment options, specific medical requirements and desired facilities



Select your clinic, register and book your slot (availability confirmed within 72 hours)

d.HOLIDAY

Empowering renal patients worldwide to experience travel



Flyer

- + 335 clinics
- 48 highlighted destinations
- Patient stories
- d.HOLIDAY coordinator stories
- Nutrition advice

Country Portugal Destination Lisbon

Lisbon

Lisbon is the stunning capital city of Portugal and one of the most charismatic & vibrant cities of Europe. Known as the City of Seven Hills (a Cidade das Sete Colinas), it is built on the edges of Rio Tejo. Over 4.5 millions visitors flock to the city every year to explore its historic ruins, winding old town and sample the famous Portuguese pastry, pastel de nata.

★ Don't miss:

- **Belém Tower** - this tower was used to defend the city. Years later, it was transformed into a lighthouse and customs house. Its floors lead to a roof terrace, each storey connected by a small and narrow spiral staircase;
- **Jerónimos Monastery** - listed as a National Monument, its elaborate carvings showcase the wealth that the age of exploration brought to the Portuguese Empire, that spanned almost six centuries and is one of the longest-lived empires in European history;
- **Bairro Alto and Chiado** - Chiado is an elegant and bohemian neighbourhood full of famous cafés, theatres and museums. Bairro Alto (or Upper District), is often the starting point for a night out in this lively city, with many restaurants to choose from.



Portugal



Name of clinic:
Diaverum Saldanha

Date opened: 2017

Number of dialysis stations: 48

Free TV: yes

Free Wi-Fi: yes

Free transfer (to and from clinic): no

Food and drink provided: yes

Download
travel guide



d.HOLIDAY

Making it possible together



Group travels

- Partnership with Kidney Patient Associations and specialised travel agencies
- Cater to all aspects of holiday dialysis



d.HOLIDAY fly back insurance®



Because everyone
deserves a
fulfilling life





Questions?



Thank you!

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Diaverum

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