

Spain, Malaga
2 November 2023

d.HOLIDAY
conference
Network session





Introducing Michael, a 64-year-old Lisbon local whose life is all about the two Fs: football and family. You'll find him cheering for his favourite team, Benfica, together with his grandchildren, every weekend. Michael has been on dialysis for seven years, receiving treatment three times a week. He now wants to attend a football match in a nearby town; this will take him out of Lisbon for an extended weekend, for the very first time.

Starting small

Imagine that you're collaborating with Michael to plan his trip. How would you approach this, and what specific services or support would you offer to ensure he has a positive travel experience?

Insurance while being on transplantation list

Focus on the patients needs and requirements

Look into the activities for the travel company

Suggest accommodation that is close to the clinic

Have all the medical documentation ready

Make sure the patient knows where to find hospital in case of emergency

Make sure the patient has one point of contact during the travel, welcoming and in case anything happens





Meet Alina and Andy, a dynamic duo from Copenhagen, Denmark. At 57 and 69 years old, respectively, they share a deep passion for art, culture and gastronomy. They've been friends for 10 years, since they first met at the clinic where they both receive dialysis treatment. Now, they want to go on their next adventure together, a week-long holiday in Spain.

Going abroad

Picture yourself working together with Alina and Andy for the first time to plan their week-long holiday Spain. How would you go about it, and what help or services would you provide to make sure the trip is enjoyable?

Consult with doctor the patients plans (includes all medical conditions and requirements)

Think about a good destination with available clinic that can meet the patients needs and requirement

Contact home clinic/booker and start the holiday dialysis booking process

Make sure the EHIC/GHIC is valid

Patient to talk with private insurance to check if they cover the costs and if the holiday unit accepts it.

Think and inform patient about any travel and accommodation arrangements that needs to be in place for ex while travelling by airplane

Make sure there is a final confirmation letter for the holiday dialysis sessions

Share ideas on what to see and do. Provide the Travel Guide or other recourse that can help inspire





Meet Patricia, a healthcare professional with a deep commitment to simplify holiday dialysis for her patients. Her years of experience have made her a trusted figure in the field, and she is dedicated to ensuring that CKD patients can travel without compromising their dialysis needs. Patricia's passion lies in making life easier for patients and their loved ones, allowing them to enjoy travelling, while receiving the care they require.

Making it possible

Design a holistic system that makes global travel seamless and safe for dialysis patients. What elements would you include in this system? How would you ensure that it caters to their unique needs, provides support and inspires confidence for them to explore the world?

Insurance while on transplantation list

One global medical documentation form

Offer a travel guide (person)

Assistance when not being digital

24/7 communication line

Clear total price and costs for patients

Offer transportation to and from clinic

Reviews and feedback from patients

Digital but with opportunity to h2h contact

Offer different communication lines

One point of contact, centralized communication





Jane is a 32-year-old dreamer who lives in London. She is not only dedicated to her work but also knows how to savour life's sweet moments with her friends. Born with CKD, she currently undergoes dialysis treatment 3 times a week. Regardless, Jane is always pushing the boundaries of what is possible and is willing to embrace any adventure that comes her way.

Conquering the world

Jane is an experienced traveller that is fully empowered to explore the world, despite having to navigate life as a CKD patient. What extraordinary destination or experience would you suggest?
What ground-breaking solutions, technologies or partnerships would you propose to make this adventure possible for her?

Reassure that the patient is feeling confident & safe

Use the language patients prefer speaking

Use available booking platform

Starting small with a city close to home

Update and inform patient, try to speed up the process

Look into the financial option for patient (ECHI/GHIC)

Introduce the patient to the Travel Guide for inspiration

Investigate the financial options if going outside of Europe



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