

Customer Service

- Assists with ordering supplies and with any special needs
- Toll free number is 1-800-323-5188
- Hours are 7:00 AM to 6:00 PM Central Time Monday - Friday. A Customer Service Team Member is on call 24 hours a day for supply emergencies.

Your First Delivery

- The nurse from your dialysis center will place the first order with Customer Service
- Your first delivery will be larger than regular monthly shipments because you are just getting started
- You need an area large enough to store anywhere from 25 to 50 boxes of supplies, about 16 square feet of space

Regular Monthly Deliveries

- Shortly after your first delivery your Customer Service Team will send you a calendar that will reflect your delivery schedule for future orders
- Your Customer Service Team will call you approximately two weeks (10 working days) before each scheduled shipment to discuss your order



We have a special name for our delivery services. It's called TruBlu Logistics. The truck delivering your supplies will have TruBlu on the side and drivers will wear uniforms with this logo. The trucks and drivers are of course Fresenius Medical Care North America but we've changed the name to protect your privacy.



