



Our Patients

WHO CHOOSES DMC

Our patients have the same co-morbidities (disease complexity) and hemoglobin rates as the average Ontario chronic dialysis patient.

SUPPORTED



165 permanent patients

OF THOSE PATIENTS



49 started with us in 2020

HOSPITAL SUPPORT

DMC supports patients from multiple regional renal programs



Our Accomplishments



0 CASES OF COVID-19 TRANSMISSION



ASSISTED OUR HOSPITALS BY

accepting **16 patients** in the first few weeks of the pandemic



Our Experience



95% OF PATIENTS

are very satisfied with the quality of care they receive

compared to 46.5% of other dialysis patients

WORLD CLASS NET PROMOTER SCORE



triple the global benchmark of 27 and ahead of top companies like

77 STARBUCKS

68 NETFLIX

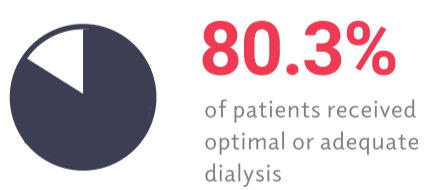
79 COSTCO

Our Outcomes

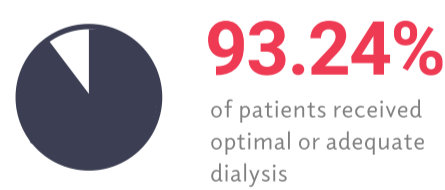
We do our best to make dialysis treatment easier and more effective.

RATE OF OPTIMAL OR ADEQUATE DIALYSIS

IN ONTARIO:



AT DMC CLINICS:



KEEPING PATIENTS HOME

We work hard to keep patients out of the hospital and in their communities.

DMC HAD...



108 LESS HOSPITALIZATIONS than the expected average for community dialysis clinics

PATIENTS HAD...

20% LOWER HOSPITALIZATIONS than comparable clinics

18% LOWER REPEATED HOSPITALIZATIONS than comparable clinics



In 2020, we at DMC celebrated

7 transplants

PATIENT CHOICE

89% OF PATIENTS



Returned to DMC after hospitalization

PREVENTING VASCULAR ACCESS COMPLICATIONS



18% LOWER HOSPITALIZATIONS for vascular access than the provincial average for community dialysis clinics



In 2020, DMC had a rate of **0.03** reported catheter related bacteremia (per 1000 days) lower than the Ontario average of 0.24

WE CELEBRATED



0 catheter related bacteremia cases at our Markham and Peterborough sites