

Malaysia's Key Private Dialysis Care Provider

About DaVita

Established in 2012, DaVita Malaysia is committed to improving patients' quality of life through world-class dialysis treatment and holistic care.

Our Mission & Core Values

- Our Mission is to be the Provider, Partner, and Employer of Choice.
- Our Core Values are Service Excellence, Integrity, Team, Continuous Improvement, Accountability, Fulfilment, and Fun.

DaVita Inc. "A global leader in dialysis care"

3,200 dialysis clinics
250,000+ dialysis patients
 Recognized as an industry leader in clinical quality and innovation

12 countries
75,000+ teammates
 Wide range of programs for CKD and integrated kidney care

What Makes DaVita Unique?



Broad Range of Services

DaVita provides a suite of services with a holistic approach to patient care.



Industry Leading Outcomes

Our medical outcomes exceed industry standards, driven by global best practices and cutting-edge innovation.



Top Quality Dialysis Centres

DaVita was the first private dialysis provider to achieve MSQH Accreditation, which is the "gold standard" across the industry.



Grow Your Career With Us & Community Impact

Broad activities related to Corporate Social Responsibility (CSR); and Diversity and Belonging (D&B).



Largest Centre Network

DaVita is trusted by more than 2,000 patients with ESKD, with 40+ dialysis centres spread across Malaysia.

Broad Range of Services

DaVita Malaysia provides a suite of services with a holistic approach to patient care. Along with providing top quality dialysis care at our 40 centres nationally, we also offer:

Sponsor applications/ Guarantee Letters/ Patient assistance programs 	Transportation (where available) 	CVC management/ Dialysis access/ Diabetic foot checks
Fluid and blood pressure management 	Patient & transplant education / Dietary advice 	Comprehensive blood tests
Emergency care by BLS / ACLS trained nurses 	General consultation/ counselling by Medical Officer 	Temporary / Transit patient support

Innovative Clinical CSR Programs

IRON OUTREACH PROGRAM
 Iron Outreach Program aims to provide financial support for patients in need to purchase iron injections. More than 700 patients successfully completed the Iron Outreach Programs in 2020 and 2021. Our Iron Outreach Program has helped more patients achieve their target Hb and TSAT levels: Hb improved by nearly 10% and TSAT improved by 30%. 10,000 free iron injections were administered to patients in need in 2023.

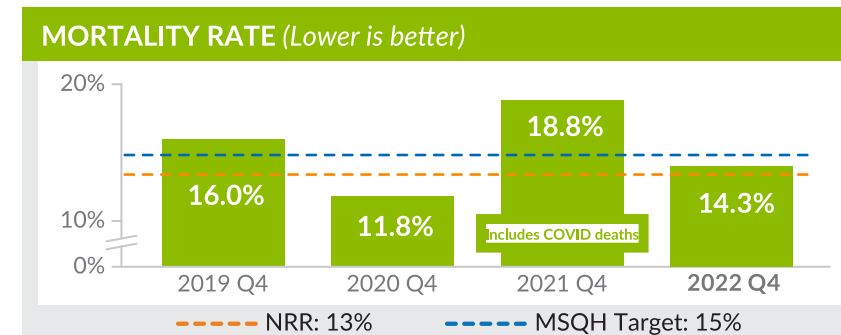
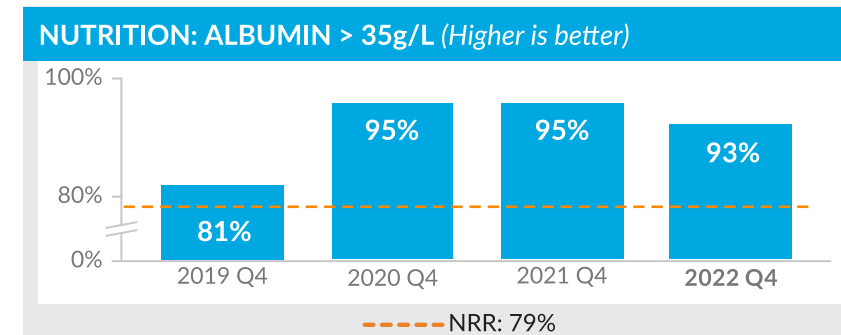
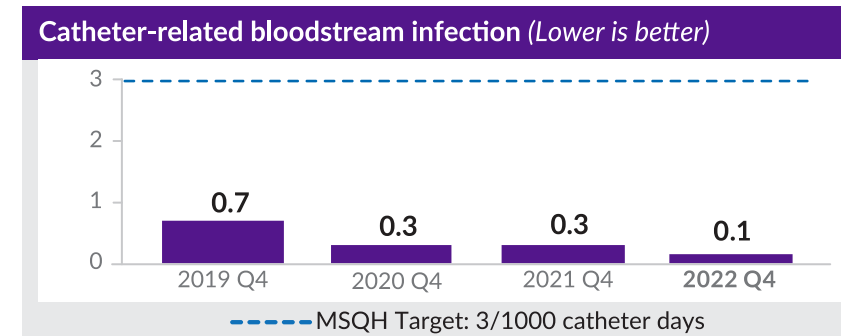
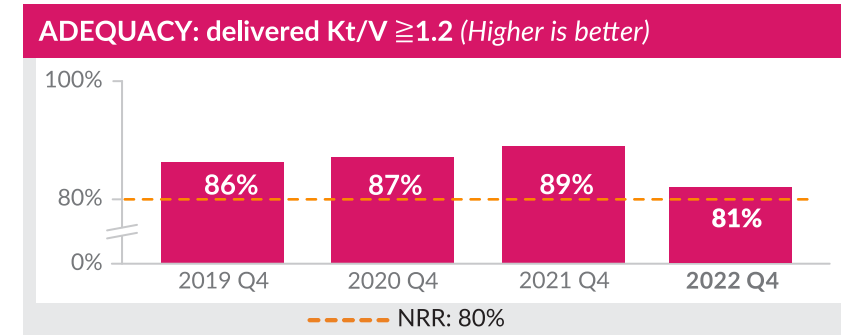
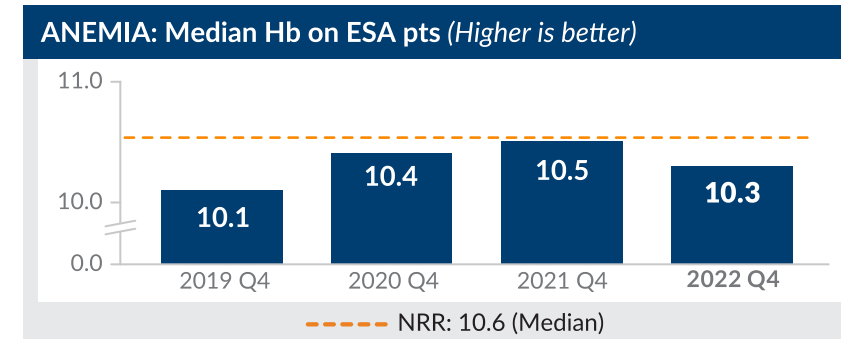
VASCULAR OUTREACH PROGRAM
 Vascular Outreach Program aims to provide patients with financial aid for the creation of Arteriovenous Fistula (AVF) for their haemodialysis needs in line with DaVita target to have less than 15% patients dialyzing via a catheter. 20 patients to benefit from the program in Q4 2024.

WeVax PROGRAM
 WeVax Program aims to reduce patients morbidity and mortality risk in line with DaVita clinical excellence objective. Pneumococcal and influenza vaccines offer significant benefit to patients with End Stage Renal Disease (ESRD). As ESRD patients have weakened immune system, they are at increased risk of pneumonia by 9.8-11x and associated with 28% higher chance of in-hospital mortality due to influenza compared to healthy individuals. 300 patients benefited from free vaccines in Q4 2023.

ULTRASOUND-GUIDED CANNULATION
 Ultrasound-Guided Cannulation of Haemodialysis Access aims to safeguard the highest quality of care for patients in line with DaVita clinical excellence objective. Functioning vascular access is pivotal for haemodialysis treatment. The use of arteriovenous fistula (AVF) has proven to access of choice due to its lower complications and mortality risk. More than 150 patients benefited from the approach since Q2 2023.

Industry Leading Outcomes

As shown below our clinical outcomes are better than industry benchmarks on nearly all measures.



• 'MSQH' is based on the report "2nd Edition MSQH STANDARDS FOR CHRONIC DIALYSIS TREATMENT" by MALAYSIAN SOCIETY FOR QUALITY IN HEALTH.
 • 'NRR' is based on the report "24TH REPORT OF THE MALAYSIAN DIALYSIS & TRANSPLANT REGISTRY 2016" published by the National Renal Registry.

Top Quality Dialysis Centres

DaVita was the first private dialysis provider to receive MSQH Accreditation, which is the "gold standard" for the industry. Centres must have rigorous safety and quality controls, which are regularly inspected to ensure the highest standard.



Across the entire industry, only ~5% of all dialysis centres in Malaysia have received this designation. Currently, nearly 30% of DaVita's centres have MSQH Accreditation. By 2024, we expect over 50% of our centres will be MSQH Accredited.

The following DaVita centres currently have MSQH Accreditation: PUSAT DIALISIS DAVITA GURUN, BANGI, KOTA DAMANSARA, SABAK BERNAM, SEREMBAN, TAMAN TASIK JAYA, PONTIAN, SUNGAI SIPUT, BATU BERENDAM, KUALA PILAH, BATANG BERJUNTAI DAN BANGSAR.

Patient Satisfaction Survey 2023

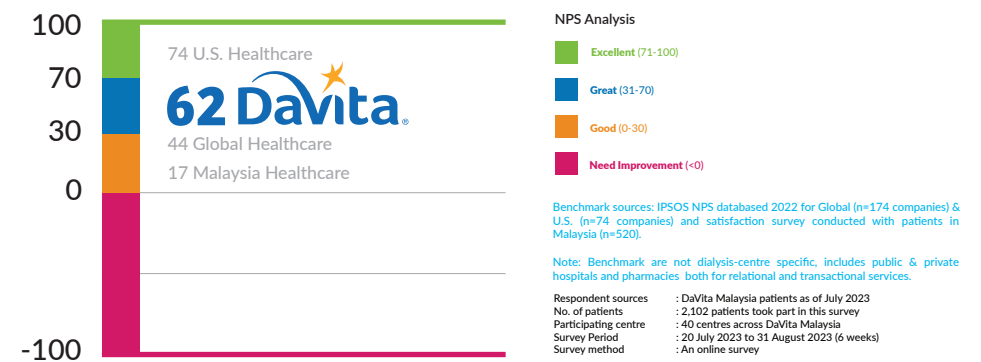
NET PROMOTER SCORE (NPS)

62 NPS
 Country Average Score

Increasing for five years in a row, the results of patient satisfaction survey have steadily improved.

WHAT IS NPS AND HOW IS IT CALCULATED?

NPS is a score that refers to customer loyalty and satisfaction (between -100 and 100). It's based on the percentage of respondents for a simple question of "On a scale of 0 to 10, how likely are you to recommend DaVita Malaysia?"



Google As of June 2023, DaVita Malaysia was rated:

★★★★★
4.8 out of 5 with more than **1,200 reviews**

Grow Your Career With Us

2022 Engagement Survey Overall Results

8.3 Overall Engagement Score out of 10
8.3 Overall Core Values Score out of 10
92% Teammates believe DaVita is committed to Ethical Business Practices

Diversity & Belonging (D&B)

DaVita aspires to be a diverse Village where everyone belongs.

We want all of our teammates, patients, and partners to thrive regardless of gender, religion, race/ethnicity, or any other factor. There is a long and proud multicultural history, which is evident within DaVita.



Community Impact

At DaVita, we are committed to being a “Community First and a Company Second,” providing a great place to work while creating a lasting impact on our local communities.

Corporate Social Responsibility (CSR)

Caring for Our Patients

We're helping each of our patients live their best life. (e.g. Iron Outreach Program, Vascular Outreach Program, WeVax Program)

Caring for Each Other

We support our teammates in professional growth opportunities by supporting over 200 nurses to complete post-basic renal training (6 months course), over 60,000 hours of dialysis training for our nurses every year and over 1,500 hours of haemodialysis training (Malaysian Society of Nephrology) for our doctor partners.

Caring for Our World

Our continued commitment to community engagement and environmental sustainability which includes donations of 600,000 masks to government hospitals, school supplies for underprivileged kids, and more.

Career Pathway For Nurses in DaVita



Largest Centre Network

NORTHERN REGION

Kedah

Pusat Dialisis DaVita Alor Setar
17, Jalan Bistari 1, Taman Bistari, 05400 Alor Setar, Kedah.

★ **Pusat Dialisis DaVita Gurun**
No. 49, Ground Floor, Pekan Gurun, 08300 Gurun, Kedah.

Pusat Dialisis DaVita Pendang
No. 11, Kawasan Perniagaan Kiara Mas, Jalan Tanah Merah, 06700 Pendang, Kedah.

Pusat Dialisis DaVita Pekan Baru
No. 137 & 138, Ground & First Floor, Pekan Pendang Baru, 06700 Pendang, Kedah.

Pusat Dialisis DaVita Sungai Petani Selatan
No. 17, Ground Floor, Lorong 13, Taman Petani Jaya, 08000 Sungai Petani, Kedah.

Pusat Dialisis DaVita Sungai Petani Utara
No. 270 & 271, Jalan Lagenda II, Lagenda Heights, 08000 Sungai Petani, Kedah.

Perlis

Pusat Dialisis DaVita Kangar
No. 9, 11, 13 & 15, Lorong 2, Wisma Perkumpulan Perempuan, WJ Perlis, Jalan Raja Syed Alwi, 01000 Kangar, Perlis

Penang

Pusat Dialisis DaVita Seberang Perai
No. 3 & 5, Ground Floor, Lorong Desa Pauh 1, Taman Desa Pauh, 13700 Seberang Perai Tengah, Pulau Pinang.

Perak

★ **Pusat Dialisis DaVita Sungai Siput**
No. 468 - 470, Lorong Heawood 1, Taman Heawood, 31100 Sg Siput (U), Perak.

EAST COAST REGION

Pahang

Pusat Dialisis DaVita Jerantut
No. 6, Jalan Alamanda 1, Taman Alamanda, 27000 Jerantut, Pahang.

CENTRAL REGION

Kuala Lumpur

★ **Pusat Dialisis DaVita Bangsar**
3-3A & 3-5, 3rd Floor, Wisma Lifecare, No. 5 Jalan Kerinchi, Bangsar South, 59200 Kuala Lumpur.

Pusat Dialisis DaVita Cheras
No. 29, Ground Floor, Jalan Midah 5, Taman Midah, 56000 Cheras, Kuala Lumpur.

Pusat Dialisis DaVita Sri Rampai
No. 2 & 2A, Jalan Megan Setapak, Megan Setapak, 53300 Kuala Lumpur.

Pusat Dialisis DaVita Wangsa Maju
No. 9B, 11B, 13B, Block B, Plaza Wangsa Maju, Jalan Maju Ria 1, Seksyen 10, Wangsa Maju, 53300 Kuala Lumpur.

Selangor

★ **Pusat Dialisis DaVita Bangi**
No 7 & 9, Jalan TTDI Grove 7/1, Taman TTDI Grove, 43000 Kajang, Selangor.

★ **Pusat Dialisis DaVita Batang Berjuntai**
No. 16G & 18G, Jalan Aman Suria, 45600 Bestari Jaya, Selangor.

Pusat Dialisis DaVita Kajang
No. 2, Ground Floor, Jalan KP 1/6, Kajang Prima, 43000 Kajang, Selangor.

Pusat Dialisis DaVita Kota Warisan
Lot 36G, 38G & 40G, Jasper Square Sunsuria City @ Sepang, 43900 Dengkil, Selangor

Pusat Dialisis DaVita Klang
No. 59 & 61, Jalan Ramin 1, Bandar Botanik, 41200 Klang, Selangor.

★ **Pusat Dialisis DaVita Kota Damansara**
No. 65-G & 67-G Jalan Cecawi 6/33, Seksyen 6, Kota Damansara, 47810 Petaling Jaya, Selangor.

Pusat Dialisis DaVita Meru
4 - 6, Jalan Sejahtera 8/KU 8, Taman Meru Sejahtera, 41050 Klang, Selangor.

Pusat Dialisis DaVita Puchong

No. 20 & 22G, Jalan OP 1/5, Pusat Perdagangan One Puchong, 47160 Puchong, Selangor.

Pusat Dialisis DaVita Rawang
No. 27, Jalan Setia Rawang 1, KM 25, Jalan Ipoh, 48000 Rawang, Selangor.

★ **Pusat Dialisis DaVita Sabak Bernam**
No. 9 & 11, Jalan Menteri, 45200 Sabak Bernam, Selangor.

Pusat Dialisis DaVita Sungai Besar
No. 4 & 5, Jalan Gemilang 1, Taman Gemilang, 45300 Sungai Besar, Selangor.

Pusat Dialisis DaVita Tanjung Karang
No. 20, Lorong Bahagia 2, Jalan Sungai Kajang, 45500 Tanjung Karang, Selangor.

Pusat Dialisis DaVita Tamansari
29-G, 30-G, 31-G & 32-G, Kemaris Avenue, Jalan Kawasan Perindustrian Rawang, Sungai Bakau, 48000 Rawang, Selangor.

Pusat Dialisis DaVita Antara Gapi
Lot 3A-G & LG dan 5-G & LG, Jalan Empurau 1, Taman Empurau, 44300 Batang Kali, Selangor

SOUTHERN REGION

Negeri Sembilan

★ **Pusat Dialisis DaVita Kuala Pilah**
Lot 1735 & 1736, Jalan Wira 2/1, Taman Wira Jaya, Jalan Melang, 72000 Kuala Pilah, Negeri Sembilan.

Pusat Dialisis DaVita Rembau
PT 385 & 386, Taman Sri Rembau, 71300 Rembau, Negeri Sembilan.

★ **Pusat Dialisis DaVita Seremban**
C01-2, Jalan Dataran Sentral 3, Dataran Sentral, 70200 Seremban, Negeri Sembilan.

★ **Pusat Dialisis DaVita Taman Tasik Jaya**
No. 38 & 40, Jalan Bunga Raya 9, Taman Tasik Jaya, 70400 Seremban, Negeri Sembilan.

Melaka

★ **Pusat Dialisis DaVita Batu Berendam**
Lot 59, 61 & 63, Jalan MP 1, Taman Merdeka Permai, 75350 Batu Berendam, Melaka.

Pusat Dialisis DaVita Kuala Sungai Baru
KS 1091 & 1092, Jalan KJ 2, Taman Kuala Jaya, 78200 Kuala Sungai Baru, Melaka.

Pusat Dialisis DaVita Masjid Tanah
SU 126 - 128, Jalan Bidara Setia 2, Taman Bidara Setia, 78300 Masjid Tanah, Melaka.

Johor

Pusat Dialisis DaVita Bandar Baru Uda
Ground Floor, No. 72 & 74, Jalan Padi 1, Bandar Baru Uda, 82100 Johor Bahru, Johor.

Pusat Dialisis DaVita Benut
No.1, Ground & 1st Floor, Jalan Benut Utama 1, Taman Benut Utama, Benut, 82200 Pontian, Johor.

Pusat Dialisis DaVita Kota Tinggi
No. 20 & 22, Jalan SS/1, Taman Sri Saujana, 81900 Kota Tinggi, Johor.

Pusat Dialisis DaVita Johor Bahru
Unit 02-02, 02-03 & 02-07, Level 2, No. 12, Jalan Ngee Heng, Menara Landmark Mall, 80000 Johor Bahru, Johor.

★ **Pusat Dialisis DaVita Pontian**
No. 31 & 32, Jalan Delima 2, Pusat Perdagangan Pontian, 82000 Pontian, Johor.

Pusat Dialisis DaVita Taman Seri Setia
117, Jalan Damai, Taman Seri Setia, 80300 Johor Bahru, Johor.

EAST MALAYSIA

Sabah

Pusat Dialisis DaVita Kota Kinabalu
Lot 3 & 4, Ground Floor, Bangunan Daya, Jalan Kebajikan, 88300 Kota Kinabalu, Sabah.

Pusat Dialisis DaVita Sandakan
Lot 3 & 4, Ground Floor, Bangunan Yuan Li, Jalan Utara, Batu 1 1/2, 90000 Sandakan, Sabah.

Pusat Dialisis DaVita Papar
No. S1 & S2, Taman Tulip, Jalan Hospital, Kg. Berundong, 89600 Papar, Sabah

★ DaVita centres with MSQH Accreditation

Get To Know

DAVITA MALAYSIA

Malaysia's Key Private Dialysis Care Provider



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