

## FAQ

### **1. Where can I go for my dialysis and how will I pay?**

The cost of dialysis like most specialized treatment is costly and high but there are 3 types of dialysis centres in Malaysia. They are government, private and NGO dialysis centres. Most poor and needy patients with permanent kidney failure are eligible for dialysis at the government hospitals at a nominal fee but due to inadequate availability of space the patients have to look for other sources such as private hospitals and centres run by NGOs.

Most of the patients in Government Hospitals are either Government Servants or their dependants and hardcore poor patients. Patients who seek treatment from NGO dialysis centres are subsidized by the Government and they pay RM60/- per dialysis that is after approval of subsidy from the Ministry of Health. The hardcore poor even find it difficult to pay this amount and have to look for funds from other sources.

### **2. Who can help me apply for financial aid for dialysis?**

The National Kidney Foundation of Malaysia (NKF) has its own Welfare Officers who can help you find out which programs you are eligible for and which will meet your needs. He or she can usually direct and guide you to the right agencies.

### **3. Does NKF provide free dialysis?**

No, National Kidney Foundation of Malaysia does not give free dialysis but gives other subsidies as free service such as blood tests, free vitamins, subsidized E-poetin injections, dialysis treatments, etc.

### **4. How much does NKF charge and what are the procedures?**

The National Kidney Foundation of Malaysia charges a fee of RM60 per dialysis after the approval of subsidy from The Ministry of Health. In order to get into the program, the patient has to fill in the Relevant Forms and submit documents such as photo copy of IC, the relevant bills, salary slips and financial status through the NKF centres where the patient wants to do his dialysis. This will be submitted to National Kidney Foundation of Malaysia for approval.

### **5(a) I am a dialysis patient, married and working. Which are the agencies that can provide financial assistance and other forms of aid?**

You are advised to apply to the Social Security Organization (SOSCO) if you are eligible. Some of the agencies offering financial aid are National Welfare Foundation and Department of Social Welfare, etc.

The contact nos. are SOSCO 03-4264 5000, Department of Social Welfare, 03-2697 1090, and the National Welfare Foundation 03-2616 5600.

### **(b) What if I am a government servant**

As a government servant, your dialysis treatment will be paid for by the department where you are working. You could also get a guarantee letter from your department to confirm payment.

### **6. I am a government servant and my mother needs dialysis. Does NKF accept**

**such cases and how do I go about it?**

Yes, National Kidney Foundation of Malaysia will accept such cases. The immediate members of families of government servants will be paid by the government through the department where they are working. A guarantee letter from the department would also be required.

All government servants and their dependants must get medical treatment from Government Hospitals but if treatment facility is not available / or not provided then they can apply to other sources for treatment such as private hospitals or NGOs. The procedure is to declare the need for treatment and confirmation by a Government Doctor using the relevant forms that such treatment is not available in the hospital.

**7. I am a retired government servant and I need dialysis urgently. Can I come tomorrow to start my dialysis?**

You must get approval from PSD and fulfill the above conditions. But you can still do your dialysis, pay first and claim from PSD later and the amount should not exceed RM200 per dialysis.  
You can contact PSD (JPA) at 03-88854853.

**8. What are the conditions of admission if I intend to apply to NKF for my dialysis treatment? What are the documents that you require for my application?**

Please refer to [Criteria for Admission to NKF](#)

**9. What types of Schemes or Funds are available for NKF patients?**

Please refer to the following:

- . [Patient Welfare Incentive Fund](#)
- . [Hepatitis B Vaccination Fund](#)
- . [NKF Epoetin Fund](#)
- . [Children Dialysis Fund](#)
- . [Patient Dialysis Welfare Fund](#)
- . [Patient Adoption Scheme](#)
- . [Children Welfare Fund \(Education\)](#)

**10. What is a Patient Support Group?**

Please refer to [Patient Support Group](#)