DaVita Opens New Guest Services Contact Center in Centennial

New Facility Brings New Jobs to the Metro Area

DENVER--(BUSINESS WIRE)--Sep. 10, 2012-- DaVita Inc. (NYSE: DVA), a leading provider of kidney care services that is committed to improving the quality of life for those diagnosed with chronic kidney disease (CKD), today announced that its new guest services contact center located in Centennial, Colo., is now open and has begun to serve patients from across the country. The new facility has brought approximately 100 new jobs to the area.

“Denver welcomed DaVita into its community and we’ve found the right talent and space here to expand,” said Jim Keicher, DaVita’s vice president of information technology. “Our main focus continues to be hiring teammates who will help thousands of kidney care patients with their day to day needs at home, and while they’re traveling.”

The new DaVita® Contact Center serves patients across the country, taking and placing calls to and from doctors, hospitals, patients and family members to help match both visiting and permanent patients’ needs with the right dialysis clinic near their homes or vacation destination.

DaVita’s existing call center located in Malvern, Penn., helps thousands of patients (both visiting and permanent) each month, and is expanding to Denver to continue providing service excellence to patients.

Both DaVita and non-DaVita patients can access the contact center by calling 1–800-400-8331 or visiting DaVita.com. Guest services specialists are on hand to help connect traveling patients and new dialysis patients with a center that best fits their needs.

DaVita is a registered trademark of DaVita Inc. All other trademarks are the property of their respective owners.

About DaVita

DaVita Inc., a Fortune 500® company, is a leading provider of kidney care in the United States, delivering dialysis services to patients with chronic kidney failure and end stage renal disease. DaVitastrives to improve patients’ quality of life by innovating clinical care, and by offering integrated treatment plans, personalized care teams and convenient health-management services. As of June 30, 2012, DaVita operated or provided administrative services at 1,884 outpatient dialysis centers located in the United States serving approximately 149,000 patients. The company also operated 19 outpatient dialysis centers located in four countries outside the United States. DaVita supports numerous programs dedicated to creating positive, sustainable change in communities around the world. The company’s leadership development initiatives and social responsibility efforts have been recognized by Fortune, Modern Healthcare, Newsweek and WorldBlu. For more information, please visit www.davita.com.

Source: DaVita Inc.

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