

Traveling With Infusion Therapy

Frequently Asked Questions

1. **Can Coram request TSA assistance for me at the airport?**

Coram can submit a Request for Assistance form to the TSA before your flight. The request sets up a Passenger Support Specialist or other TSA agent to help you through the screening at U.S. airports. We alert the TSA that you are coming through airport security with *medically necessary liquids*. The TSA then arranges assistance at your departure point. If your request was submitted less than 72 hours before your flight, we also recommend you call the TSA Cares hot line at **855.787.2227** to provide them with your travel information and your need to carry medically necessary liquids.

2. **What's next? Will I be contacted by the TSA?**

TSA agents at some airports contact travelers ahead of time with instructions. If the TSA does not contact you, tell the agent at the security checkpoint that you are carrying *medically necessary liquids*, and that your home infusion company has alerted the TSA to arrange for a Passenger Support Specialist or other agent to help you.

3. **What should I know about airport screening?**

Because you are carrying liquids over 3 ounces, you will be screened thoroughly. Leave extra time. The TSA generally recommends arriving at the airport at least two hours before domestic flights and at least three hours before international flights. Make sure to check the latest recommendations before you fly, and give yourself some additional time.

The TSA has told us that small pumps do not need to be removed from carry-on bags. However, CPAP (sleep machine) or other similar-sized machines should be removed. While staffing of Passenger Support Specialists varies from airport to airport, you always can request help from a supervisor.

4. **What tips does the TSA have for me?**

Communicate! Be prepared to explain your situation to each screener. Tell them you have an intravenous line or feeding tube, and that you need to carry on *medically necessary liquids* and supplies. Communicate that what you are carrying is *life-sustaining therapy*. Request a private screening if you are uncomfortable being screened in public. The TSA recommends all patients print a Disability Notification Card from the TSA website: http://www.tsa.gov/sites/default/files/disability_notification_cards.pdf

5. If I have any problems or concerns with the TSA during the screening, what should I do?

Remember that you can expect to be thoroughly screened. But if you feel you are not being treated properly, request to speak to a supervisor. Obtain and write down the names of the TSA agents with whom you speak. After your trip, call the TSA Cares line to lodge a complaint. Alert Coram Patient Advocate Michael Medwar about your experience as well by emailing michael.medwar@coramhc.com or by calling him at 508.254.3638.

6. What if I need assistance at the airport or on the plane?

Assistance with a variety of needs, including obtaining a wheelchair, is generally provided by the airlines. Passengers should call the airline or consult its website for more information. Some airlines allow people with disabilities or special circumstances to pre-board.

7. Do airlines allow for extra carry-on baggage that contain medical supplies, and are additional airline fees involved?

It depends on the airline. We recommend patients call the airlines if they are carrying on bags above the normally allowed limits. For certain non-perishable supplies that you can pack in checked bags, you may want to inquire about gate-checking these to lessen the chances of lost luggage.

8. What if I have a complaint regarding something that happens on the plane or at the airport outside the TSA screening area?

The Department of Transportation has oversight over the airlines and in the rest of the airport. Complaints can be filed at www.transportation.gov or by calling 202.366.2220.

9. What should I know if I am flying internationally?

The TSA does not have jurisdiction at airports that are outside the United States or its territories. For customs and international authorities, carry an inventory of supplies, copies of your nutrition prescriptions (bottles for regular medicines), and a letter from your doctor that states the following:

- You are medically stable to travel abroad.
- You or your caregiver(s) are independent with your therapy.
- The medically necessary liquids and supplies you are carrying are essential to your health and, in the case of nutrition formulas, support life.
- The length of time you will be in the country.

For more information about Coram's Travel Program, see www.coramhc.com/travel. For more information about the TSA, go to www.tsa.gov. For specific travel questions or concerns that are not answered by the two previous resources, email michael.medwar@coramhc.com or call him at 508.254.3638.