



Getting started with home infusion therapy.

You probably have a lot of questions about what needs to happen before you leave the hospital and immediately after you return home. We're here to answer all of your questions and help guide you throughout every step of your therapy.

Before you leave the hospital, we plan to:

- Work behind the scenes to verify your insurance benefits and help you understand your plan's coverage for infusion therapy and out-of-pocket expense expectations. (This call will come from one of our patient admissions representatives.)
- Help you complete all new patient paperwork.
- Coordinate with your providers and hospital team to help plan your discharge.
- Send one of our onsite Coram[®]* liaisons to meet with you.
- Familiarize you with your home infusion equipment.
- Demonstrate the four basic steps to take for each infusion treatment.
- Record how you prefer to communicate with us (e.g., phone or email).
- Share educational resources, including helpful videos from [Coramhc.com](https://www.coramhc.com).
- Inform you of what to expect once you return home.
- Prepare your medications and supplies as prescribed by your doctor and arrange for delivery to your home before your first treatment.
- Answer any questions you might have before your first in-home treatment.

Within 24 hours of returning home, we plan to:

- Provide your first visit with one of our infusion nurses, who will help you administer your first treatment at home. Provide contact information for your dedicated Coram team.
- Direct you to additional resources on [Coramhc.com](https://www.coramhc.com).
- Inform you of what to expect from us throughout your treatment.

Throughout your treatment, we plan to:

- Continue to share educational resources and answer questions around-the-clock.
- Check in regularly by phone to see how you are doing and schedule refills, order supplies and confirm deliveries.
- Monitor your response to therapy by drawing labs, if ordered, and managing your intravenous (IV) catheter.
- Coordinate any necessary changes to your medication or dosage with your doctor.
- Adjust frequency of home visits with your infusion nurse based on your specific needs.
- Ensure that you have a consistent team of nurses who visit you at home throughout your treatment.
- Provide UPS tracking numbers for each of your therapy shipments, if you have opted in to email communication or upon request.
- Bill you for any out-of-pocket expenses so there are no surprise fees in the future.
- Keep you informed of any updates to your benefits, services or supplies.

Questions? Call us any day, any time at 1-800-423-1411.

* Coram CVS Specialty[®] Infusion Services

Patient privacy is important to us. Our employees are trained regarding the appropriate way to handle patients' private health information.

© 2019 Coram LLC. All rights reserved. 75-50083A 100719