



# 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 will:

- Work behind the scenes to verify insurance coverage and help you [understand your plan](#).
- Partner with your providers and hospital team to help plan your discharge.
- Send one of our onsite nurses 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](#).\*
- Inform you of what to expect once you return home.\*

## Within 24 hours of returning home, we will:

- Call you to review your insurance coverage, out-of-pocket expense expectations and delivery address details (this call will come from one of our patient admissions representatives).
- Schedule your first visit with one of our infusion nurses, who will help you administer your first treatment at home.\*\*
- Help you complete all new patient paperwork.
- Prepare your medications, formula 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.
- Provide contact information for your dedicated Coram team.
- Direct you to additional resources on [Coramhc.com](#).
- Inform you of what to expect from us throughout your treatment.

## Throughout your treatment, we will:

- 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 health by drawing weekly labs and changing your catheter and dressing.
- Coordinate any necessary changes to your medication, formula or dosage with your doctor.
- Adjust frequency of home visits from your infusion nurse based on your specific needs.
- Ensure that the same nurse visits you at home throughout your treatment.
- Provide UPS tracking numbers for each of your therapy shipments.
- 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.**

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