



# Home Infusion Therapy frequently asked questions

Your healthcare provider believes that your condition is best treated by delivering medication or nutrition directly into your bloodstream, also known as infusion. Many common infusion treatments can be administered in the comfort, convenience and safety of your own home.

## **Medications, supplies and equipment**

### **How do I get my medications, supplies and equipment?**

IU Health Home Care Pharmacy delivers everything you need directly to your home via UPS or courier.

### **How do I order more medication, supplies and equipment?**

A pharmacy team member will contact you prior to your next scheduled delivery to check on how you are doing with your home infusion therapy, discuss your medication and supply needs, and answer any questions you might have. If you ever think you have too much or not enough of something, please call the pharmacy at **317.962.4745** at your convenience to discuss.

### **How do I use my equipment?**

You will be taught all about your infusion therapy, including how to use any equipment and supplies, by the nurse and pharmacist assigned to your case. You can always call us with any questions or concerns at **317.962.4745**.

## **Home nursing visit**

### **How should I prepare for a nursing visit?**

If a nurse is coming to your home, you will receive a phone call prior to the visit to confirm the time and give you a chance to ask questions. In general, the nurse will need enough space to lay out the medications and supplies and to work on a small laptop. Your kitchen or dining room table can be a very good place for this.

### **Will a nurse come to my home to administer every dose of medication?**

Most patients and their caregiver will be educated on how to safely administer medication doses. Certain medications require that a nurse is present for administration, to monitor vital signs and adjust the infusion rate if necessary.

### **What safety practices are in place?**

IU Health Home Care nurses and pharmacy staff are well trained in infection prevention and control practices. They will teach you how to administer your infusion medication safely and inform you about any side effects to watch for. You will also receive education about how to store your medications and supplies safely and securely.

*Please see other side for additional insurance, billing and contact information.*



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[iuhealth.org/homeinfusion](http://iuhealth.org/homeinfusion)

## Insurance and billing

### Does insurance cover home infusion?

Most insurance plans cover home infusion. A benefits specialist will verify your coverage before your home infusion treatment is started. Your out-of-pocket cost will depend on your insurance plan, the medication and supplies you need, how long you require home infusion services and any other healthcare services you have received during the plan year. If you have concerns about being able to afford your medication, please contact the pharmacy at **317.962.4745**.

### What if I change insurance plans or I am considering changing insurance plans?

Please call the pharmacy Monday – Friday, 8 am – 5 pm and ask to speak with a billing specialist. They can help you understand the impact such changes might have on your home infusion services.

### What if I have a question about insurance coverage, a communication I received from my insurance company or a bill I received from IU Health Home Care?

Our billing specialists are available Monday – Friday, 8 am – 5 pm. They will be happy to discuss your individual coverage situation and assist you in resolving issues with your IU Health Home Care bill. Just call the pharmacy and ask to speak with a billing specialist at **317.962.4745**.

### Contact information

#### IU Health Home Care Pharmacy

**T** 317.962.4745 or 317.962.4600

**T** 800.258.9530 (toll free)

You can get help with any questions you might have about your home infusion therapy by calling one of these numbers.

### Can I get help if I need it on the weekend or in the evening?

IU Health Home Care Pharmacy's business hours are Monday – Friday, 8 am – 5 pm. Rest assured that there is a pharmacist and a nurse available evenings, weekends and even on holidays to respond to urgent questions or concerns.

### When should I call the pharmacy?

#### Please call the pharmacy with questions or updates about:

- Your medication, supplies or equipment
- Your IV line
- Side effects or any other concerns related to your infusion therapy
- Delivery status, or to report a change in delivery instructions/ address change
- Insurance changes (new plan, new ID card, termination, etc.)

### When should I call my doctor's office?

Please call IU Health Home Care Pharmacy first with questions related to your home infusion therapy. IU Health Home Care pharmacists and nurses will work with your healthcare provider to resolve questions or concerns about your home infusion therapy.

**If at any time you believe you are experiencing a medical emergency, please call 911.**

Learn more at [iuhealth.org/homeinfusion](https://iuhealth.org/homeinfusion).

Through our webpage, you can access additional resources and educational materials to better serve your home infusion therapy experience.



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