FAQ

What does HomeMed provide?

All **infusion products** that are necessary for your therapy such as pumps, poles, or sterile tubing will be provided to you. Prior to delivery, a HomeMed Representative will contact you or your caregiver to review health status, drug and supply usage, the delivery schedule, and to address any of your needs or concerns.

Your HomeMed medications and supplies will be packaged in a way to meet storage and shipping requirements. Any medications that require refrigeration will be packaged and shipped in a cooler. Non-refrigerated medications and supplies will be packaged in a box and/or shopping bag.

HomeMed also provides the clinical expertise to help you achieve the best possible outcome from your prescribed therapy.

When should I contact my visiting nurse?

If you have visiting nurse services, you should contact your nurse for any of the following problems:

- If you are unable to flush your intravenous (IV) line or if your IV line is sluggish.
- If you have a hole or break in your IV line.
- If you are unable to administer your IV medication.
- If your arm (on the same side of your IV line) becomes swollen, cool, or painful.
- If the visiting nurse changes your IV dressing and it needs to be replaced.
- If you have a scheduled nursing visit and you cannot keep the appointment.

If you do **not** have visiting nurse services, call HomeMed at **(800) 862-2731** if you have any problems with your IV therapy. HomeMed should also be contacted if any of your instructions are unclear.
When will my supplies be delivered?

Delivery dates and times are established by location to best meet your needs and are coordinated with other care providers.

Each delivered order will include a Pick Ticket (a packing list) that describes the product(s) and quantities ordered and delivered.

- Please review your Pick Ticket carefully. This document serves as our packing list and describes the products sent with the quantities ordered and shipped. This will be included with all of your deliveries. If there are any problems with your order, call HomeMed at (800) 862-2731 (during business hours if possible), ask for the Pharmacy Technician listed on your order, and report your findings.

- HomeMed understands that you may be unable to be at home to receive all deliveries. If this happens, contact your Pharmacy Technician, prior to the delivery date, to make special delivery arrangements.

- If you are unexpectedly not able to be home, our delivery personnel, after speaking with a HomeMed Representative, may leave the order with a letter and/or a pre-paid business post card that you will need to send back to HomeMed confirming that you received our delivery. This process assures quality shipments to our patients and fulfills insurance requirements.

- Please refer to the Patient Handbook for more information

What do I do when I plan to travel?

- HomeMed makes every effort to accommodate delivery requests for customer travel. However, HomeMed is not able to ship all therapies and is not able to ship to all locations. Each individual travel situation requires review. If you will be traveling, call your HomeMed Pharmacy Technician or Clinician to discuss your unique travel plans. Please remember that if shipping is possible, advanced planning is required.

- Please inform HomeMed of your travel plans at least two weeks prior to your departure.

Please refer to the Patient Handbook for more information.

What do I do with the equipment when I am done using it?

All rented equipment should be returned when you no longer need it or you may continue to be charged for the rental equipment.

Please contact your Pharmacy Technician call HomeMed at (800) 862-2731 to schedule a pick-up for equipment that is no longer needed.