



About Us

HomeMed is a licensed pharmacy that specializes in home infusion services. HomeMed offers a wide range of services for patients of all ages.

Contact Information

Business Hours: Monday through Friday 8:00 a.m. to 5:30 p.m.

Phone: (734) 975-3006 or 800-862-2731

Fax: (734) 975-3079

Calls are answered by office staff Monday through Friday 8:00 a.m. to 7:00 p.m. Calls received on weekends, holidays, and after 7:00 p.m. on business days, will have the option to leave a message or be routed to the answering service.

Urgent needs: A pharmacist and a nurse are available 24 hours per day, 7 days per week to address urgent needs. If calling during non-business hours, the caller should inform the operator that they are a HomeMed patient and ask to be routed to the answering service.

Non-urgent needs: For non-urgent needs, the caller may choose to leave a message. Messages are routed to the appropriate team for follow-up during the next business day.

Products and Services

Your HomeMed clinicians (pharmacists, dietitians, and nurses) will:

- Perform an assessment of your planned therapy.
- Coordinate any needed changes with your physician.
- Create the plan for your care at home.
- Coordinate with your nursing agency and other care providers.
- Provide your medication and/or formula.
- Provide your supplies and/or equipment.
- Provide training and/or training materials for your use.
- Monitor your response to therapy, your progress toward treatment goals, and applicable laboratory values while you are receiving HomeMed services.

- Document your care in the UMHS electronic health record

The technical staff at HomeMed will:

- Enter your orders into the system.
- Prepare your medications and supplies.
- Contact you to perform home inventories and arrange deliveries.
- Deliver or coordinate the delivery of your medications/formula/supplies.
- Bill your insurance provider.

Products

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| • Antibiotics | • Cardiovascular medications | • Electrolyte support |
| • Anticoagulation | • Catheter care | • Pain medications |
| • Antiemetics | • Chelation therapy | • Specialty medications |
| • Antifungals | • Chemotherapy | • Any medication that is given through the vein, under the skin, or into the muscle, and is safe to administer in the home |
| • Anti-hemophilia medications | • Immune system support therapies | |
| • Antispasmodics | • Irrigation | |
| • Antivirals | • IV hydration | |
| • Ancillary supplies | • Enteral and parenteral nutrition therapies | |
| • Blood stimulating factors | | |

Services

- | | | |
|----------------------------|--------------------------------------|---|
| • Clinical assessment | • Equipment maintenance and repair | • Coordinated care with various health care providers |
| • Care planning | • Prescription and order processing | |
| • Clinical monitoring | • Billing and reimbursement services | |
| • Training and education | | |
| • Coordination of Services | | |

Getting Started: Order and Delivery Information

Insurance providers require that we obtain your authorization prior to each delivery. We cannot ship your medication, formula, and/or supplies without contact with you and a detailed inventory of the supplies you have in the home. A certified pharmacy technician will contact you a few days prior to your scheduled delivery day. It is important to understand that contact **MUST BE** completed by 12 p.m. two business days prior to your scheduled shipment to ensure that you receive your supplies on time and without a delivery charge.

If contact is not made by this time, alternate arrangements for delivery will be required which typically includes delivery via courier, UPS or you/your caregiver picking up the items at the HomeMed pharmacy. Since insurance does not pay for delivery, you will likely incur an out-of-pocket expense (\$25-\$500) for these alternate delivery arrangements.

There are several ways to contact a HomeMed representative to meet the refill authorization requirement:

1. Call 1-800-862-2731 during business hours to speak to a pharmacy staff member.
2. Call 1-800-862-2731 during non-business hours and leave a message. Messages are acted upon the next business day.
3. Email the pharmacy technician group at **HCS-HomeMed-Pharm-Tech- Team@umich.edu**

Delivery Schedule

If your delivery is shipped via UPS or other licensed courier, you can expect delivery to arrive by 5:30p.m. If your delivery is shipped via driver, your delivery could arrive between 11:30 a.m. and 9 p.m. We are able to provide a narrower delivery time window on the day of delivery. Changes in prescriptions or supplies will typically result in a non-standard delivery and the scheduling of special deliveries will be arranged when they occur.

Equipment Care, Return and Repair Information

If you are renting or borrowing equipment from HomeMed, you are responsible for cleaning and caring for the equipment while it is in your possession. HomeMed will provide you with training or training materials for the equipment issued to you. In the event that your equipment alarms or requires repair while in use, please contact HomeMed to report the event and develop a plan to solve the issue by calling 1-800-862-2731 (24 hours per day, 7 days per week). HomeMed will arrange for the pick-up and exchange of any device requiring service or evaluation while you are on therapy. When you are finished using the rental or on-loan equipment, please call HomeMed to make arrangements for you to return the equipment.

When should I call HomeMed?

- When your insurance changes.
- If you have problems or questions concerning the services provided by HomeMed.
Examples of problems may include:
 - low level of supplies
 - signs of infection
 - reactions to your medications
 - expired medications
 - change in treatment instructions
 - worsening symptoms or pain
 - equipment alarms or issues
- When your address changes, permanently or temporarily.
- When there are changes involving the person caring for you.
- When there are changes with the physician managing your care.
- When you have questions about your order status or order delays.
- If you need patient advocacy support.

If your service needs to be transferred to another pharmacy provider for any reason, including insurance changes or due to a request from yourself or your physician, HomeMed will coordinate the transfer of your prescription to that pharmacy, and inform you of the contact information for that pharmacy.

Travel Information

We have very limited capability to ship outside of the state of Michigan. We are not able to ship internationally. For our staff to best assist you in preparing for travel, please notify us of your travel plans as early as possible - or at least two weeks in advance. If we are able to ship to your travel destination, the physician on the HomeMed prescription(s)/orders must continue prescribing therapy.

Tips for Traveling:

- In most cases, you must arrange to take your medications, supplies, and equipment with you when traveling.
- In cases where drug stability limits the amount of medication that can be provided, you must identify someone in Michigan to receive ongoing shipments from HomeMed and then safely forward the shipment to you.
- Since HomeMed is not able to ship internationally, you must make arrangements to take all medications, supplies, and equipment with you. This may involve the identification of a friend or family member who can receive and ship supplies to you for extended stays.
- If the expected duration of stay is extensive, care may need to be transferred to a local provider. HomeMed staff will assist you in identifying a local provider, when needed.
- HomeMed can provide you with a travel letter if you will be flying with your medical supplies.

Notes regarding Enteral therapy:

Enteral feeding can be shipped to more states than medications; however, you may incur an out-of-pocket expense if shipping and handling costs exceed the usual charges.

Infection Control

Did you know that infection causing germs can be found in many areas of your home such as on tabletops, doorknobs, telephones, and even your pets?

Tip: Washing your hands is one of the best ways to prevent the spread of infection. **Always** wash your hands before doing any procedure

When do I need to use soap and water instead of hand sanitizer/waterless soap?

Always wash hands with soap and water instead of using hand sanitizer if your hands are visibly dirty or soiled, and after completing personal hygiene (use of toilet or blowing your nose).

What is the proper way to wash my hands with soap and water?

- Wet your hands with warm water and apply 1 pump of soap.
- Rub hands together and scrub all surfaces.
- Continue rubbing hands for 15 seconds. Need a timer? Sing "Happy Birthday".
- Rinse hands well under running water.
- Dry your hands using a paper towel. Do not touch faucet with clean hands. If needed use paper towel to turn faucet off.

What is the best way to use my alcohol-based hand sanitizer?

- Choose a hand sanitizer/waterless soap with a 70% or higher alcohol content. Also check the expiration date on products.
- Apply product to the palm of one hand.
- Rub the product over **all** surfaces of hands and fingers until dry.
- Hand sanitizer **should not be used** for patients with C. difficile because it does not effectively destroy **all** the spores.
- Use hand sanitizer when hands are not visibly soiled or if soap and water are not available.

When are important times to wash my hands?

- After contact with a sick person.

- Before eating and preparing food (be aware of raw meat and contact surfaces).
- Feeding or touching pets.
- Handling waste, rubbish, or soiled clothing.
- After coughing or sneezing and blowing your nose. Be sure to put your used tissue in the waste basket. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Before and after each time you perform a home care process or procedure while caring for the patient.

How can I keep my equipment and supplies free from infection?

- Follow the cleaning guidelines in the packet provided when you began service.
- Change or dispose of supplies based on the guidelines provided.
- Sterile equipment should be in sealed packages. Needles and tubing ends may have protective covers, which keep them sterile during handling. Avoid letting a sterile item touch a non-sterile item. If this should happen, throw it out and use new, sterile supplies.
- If sealed packages have been damaged or opened prior to use, throw them out. Contact your HomeMed Representative for supply replacement.
- **Always** clean insertion ports with an alcohol wipe prior to inserting a needle/syringe according to the method in which you were taught.
- **Always** clean your work surface with a household cleaner such as bleach, alcohol, or dish soap before you begin.
- Keep pets away from medical supplies and the area that you use for mixing medications or doing procedures.
- Do dressing changes and catheter care on schedule and as directed by your nurse, pharmacist, or physician.
- Use only approved cleaning products on equipment and supplies.
- Speak up! If you have concerns, please do not be afraid to ask questions or let us know.

How do I select my work area?

- When you receive your order, store your medical supplies in a clean and dry area off the floor and away from children and pets.
- Select an area in your home that is free from drafts, visible dirt, clutter, and distractions.
- Avoid using the bathroom and space near a kitchen sink because these areas are often contaminated with germs.

- Select a smooth, nonporous table, countertop, or tray that can be cleaned with rubbing alcohol, household cleaners, or bleach. Acceptable surfaces include those made of plastic or metal. **Do not** use a wood surface.
- Select an area that has enough space with good lighting.
- Place a waste basket nearby to keep clutter off the work area.
- Keep pets out of the area during catheter care or medication preparation.

Waste Management

How do I safely dispose of medical waste?

The State of Michigan defines waste generated from your medical treatment in the home as household waste. However, it is important to make every effort to avoid accidental exposure to children, pets, or others in your home. Decrease the environmental impact of your waste disposal by following these guidelines:

- Dispose of sharp objects (e.g., needles, syringes, etc.) in the rigid red or yellow **sharps container** that was included in your delivery. Never try to re- cap, remove, or break needles.
- Dispose of any unused, expired chemotherapy drugs, other toxic medications still in their original container, and contaminated supplies in the chemotherapy waste container provided. ANY equipment or objects such as needles, syringes, gloves, pads, medication bags, and IV tubing which come into contact with chemotherapy should be disposed of in the chemotherapy waste container.
- **Containers should be replaced when they are 3/4 (or 75%) full.** To dispose, seal and double bag the container before placing it into your household trash. If you have additional questions about your local household waste rules, call your trash hauler, local Household Hazardous Waste Collection Agency, or the Michigan Department Environment, Great Lakes, and Energy (EGLE) at (517) 335-2690, or visit the EGLE website www.michigan.gov/egle.
- If you fill your rigid sharps container before you receive a replacement you may use a puncture resistant container such as a liquid laundry soap or plastic milk bottle. Label the container with the word "SHARPS". Make sure the lid is securely tightened. Place the container in a location that is out of the immediate reach of others. Dispose of the container in

your regular trash as described above

- To safely dispose of unused, unneeded or expired liquid prescription drugs, do not open the bag(s), rather remove the label or use a permanent marker to black out the label. Wrap the bag with duct tape or a similar tape to avoid breakage and then place the bag(s) into a plastic container, such as an empty ice cream carton or pod detergent bucket with a lid. Tape the lid shut and double bag the container in tear resistant garbage bags, and dispose in your regular trash.
- Contact your local waste management system if you have additional questions about disposal of unused medications in your community.
- Throw soiled dressings, gloves, paper towels, and other disposables **NOT contaminated with chemotherapy** into a plastic lined trash container. Keep soiled dressings and used supplies out of the reach of children and pets.
- If blood or body drainage spills should occur, wear gloves and wipe up the spill with absorbent paper towels or pads. Disinfect the area of the spill with a minimum concentration of 1:100 bleach solution (about 1 teaspoon bleach with 2 cups of water) or other soap and water solution. Clear thoroughly. Allow the area to air dry. Place soiled towels and gloves in double plastic bags before discarding into the trash.
- **Chemotherapy spills: clean using a chemo spill kit with gown, gloves, and goggles as necessary. Dispose of soiled articles in the Chemotherapy Waste Container provided.**
- You can call HomeMed at 1-800-862-2731 to obtain further instruction