

About
Our Services



Infusion Therapy

**Extending high-tech treatments
beyond hospital walls.**



What is Infusion Therapy?

Until the 1980s, infusion therapy could only be accessed by hospitalized patients. Technological advances since that time have moved this highly effective treatment method far beyond hospital walls. Home infusion provides many patients with a safe and easy-to-manage alternative to hospital-based care. People who once were unable to maintain their normal activities while receiving intravenous medications can now work, shop, attend school and enjoy a better life at home.

Infusion therapy delivers medications and other solutions through tubing (an “IV”) into the bloodstream. A few of the treatments given by infusion are antibiotics, chemotherapies and pain management. Parenteral (or intravenous) nutrition (TPN) and hydration are also given by infusion. Physicians often recommend infusion therapy as the most effective way to give medications to treat conditions such as cancer, resistant infections and hormone deficiencies.

“ I couldn’t be happier with your services – thank you! ”
– Norman, patient

For more information,
1-800-832-0319
www.providence.org/infusion

Our Program

Established in 1993, Providence Infusion and Pharmacy Services provides outstanding care and service to patients of all ages through a program that meets the highest national clinical standards. Our program is fully accredited by the Joint Commission, and we are also a state-licensed pharmacy and state-licensed home health agency. Our unique approach features highly-trained, specialized staff who develop a Plan of Care that is customized to each patient's needs.



Our Specialists

Providence Infusion and Pharmacy Services is proud of its licensed specialists, who coordinate closely with referring physicians and each other to assure that each therapy is appropriate for the specific patient. Our care team includes:

Clinical Pharmacists

- Assess medications for appropriateness of selection, dosage and frequency
- Monitor and trend critical clinical lab values
- Recommend therapy options, including dosing
- Monitor patient responses to therapy to optimize outcomes
- Screen patients for drug interactions and therapy duplication

Infusion Nurses

- Train patients and caregivers to confidently and safely infuse therapies
- Manage catheters, including peripheral, midline, and central
- Assess patient needs in home settings, hospitals and at our Ambulatory Infusion Centers
- Perform lab draws

Registered Dietitians

- Train patients and caregivers in all aspects of enteral therapy
- Provide frequent nutritional assessments
- Manage enteral, parenteral and oral nutrition therapies
- Provide home visits and monitor patients identified as needing nutritional counseling

Plan of Care

These experts work together with each other and your referring physician to develop a Plan of Care that will meet your particular therapy needs. They will monitor your response to treatment and adjust the Plan of Care if changes are needed. Your physician will be made aware of any recommendations to alter your therapy and advised of any apparent changes in your condition.

Ambulatory Infusion Centers (AIC)

We also offer patients the option of seeing our nurses in an office setting. Patients being treated in an AIC enjoy a wide range of convenient appointment times, off-street parking, and often see the same nurse for each visit. In fact, some patients can be better served in these outpatient clinics. Patients and their caregivers can visit any of our four Ambulatory Infusion Centers throughout the Puget Sound region:

- Everett
- Olympia
- Renton
- Seattle

24/7 Access

Providence Infusion and Pharmacy Services offers patients, their caregivers and physicians continuous access to pharmacists and nurses. We are available by phone 24 hours daily. Just call 800.832.0319 or 425.687.4400.



Home Infusion Therapy: Answers to Common Questions

For additional FAQs and videos about IV therapies and tube feeding, visit www.providence.org/infusion.

Is home infusion therapy safe?

Yes. Home infusion therapy has been available for more than 20 years. In fact, research shows that home administration is as safe as hospital treatment.

How do I know if home infusion therapy is right for me?

Trained infusion clinicians carefully determine whether home-based therapy is appropriate for each patient referred to Providence Infusion and Pharmacy Services. They work closely with you, your caregivers and your health care providers throughout your treatment to see that your infusion therapy needs are fully met.

How will I learn what I need to do?

A Providence Infusion and Pharmacy Services nurse will teach you and your caregivers how to use infusion equipment and explain what you need to know about your therapy. The nurse will make sure that you understand and are comfortable with your specific therapy.

What if I have a question?

Our nurses, pharmacists and registered dietitians are available at any time. Simply call 1.800.832.0319 or 425.687.4400. Help is only a phone call away. Medical emergencies should always be handled by calling 911.

How will I receive my medications and supplies?

We have developed relationships with key shippers and local delivery services to assure that our patients receive the best possible service. Medications and supplies are delivered directly to your home as soon as you begin therapy. We schedule weekly shipments to replace stock – our patients need not worry about

shortages. We do not pass along freight charges to patients for standard orders.

What equipment will I need?

Your therapy may require an infusion pump, as well as medications, flushes, and supplies. Our infusion nurse will explain how to use the pump or any supplies necessary for your therapy. Providence Infusion and Pharmacy Services provides the pump for your therapy. We also provide shipping materials to help you return it when your therapy is complete.

Does insurance cover home infusion therapy?

Many insurers will pay for home infusion therapy, although reimbursement amounts and other details vary by plan. Medicare and Medicaid reimbursement varies by therapy. Before your therapy begins, we work with your insurer to understand what is covered under your plan. We then share that information with you. Any financial responsibilities are explained prior to the start of treatment.

How is billing handled?

Providence Infusion and Pharmacy Services will submit claims directly to your insurance company. We will bill you for any amount due after your insurer processes these claims. Billing specialists are available Monday through Friday to answer questions.

What do I need to do to become a Providence Infusion and Pharmacy Services patient?

It's simple. Just ask your physician to call us at 1.800.832.0319.

Our Mission

As people of Providence,
we reveal God's love for all,
especially the poor and vulnerable,
through our compassionate service.

Our Core Values

Respect, Compassion, Justice,
Excellence and Stewardship



 **PROVIDENCE**
Infusion and Pharmacy
Services

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www.providence.org/infusion

Providence Infusion and Pharmacy Services is accredited by
the Joint Commission on the Accreditation of Healthcare
Organizations (JCAHO).

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