



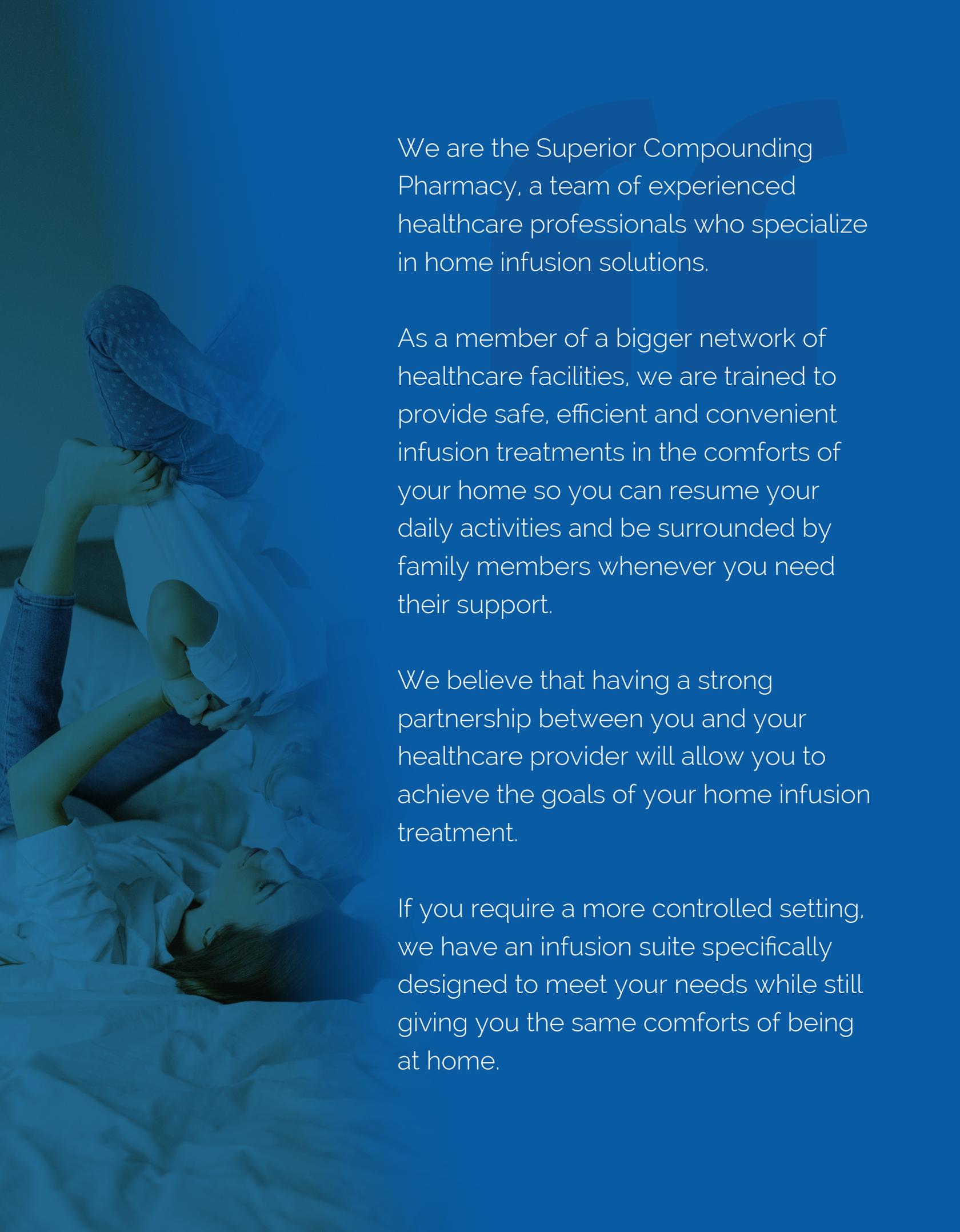
An Introduction

to Our Home Infusion Program

A background image showing medical equipment: a stethoscope, a syringe, and an ECG strip. A blue highlighter is positioned over the text 'Home Infusion Therapy'.

Home Infusion Therapy





We are the Superior Compounding Pharmacy, a team of experienced healthcare professionals who specialize in home infusion solutions.

As a member of a bigger network of healthcare facilities, we are trained to provide safe, efficient and convenient infusion treatments in the comforts of your home so you can resume your daily activities and be surrounded by family members whenever you need their support.

We believe that having a strong partnership between you and your healthcare provider will allow you to achieve the goals of your home infusion treatment.

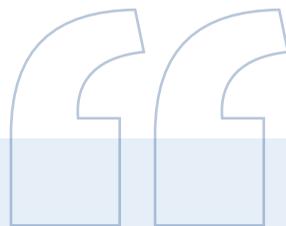
If you require a more controlled setting, we have an infusion suite specifically designed to meet your needs while still giving you the same comforts of being at home.

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Let's talk about your medications!



Interpreter services

In the effort to offer the best service to our patients, Superior Compounding Pharmacy offers FREE interpreter services for the deaf-blind, hard of hearing, deaf and patients who have limited English proficiency.

Our team of healthcare interpreters are available 24 hours a day, 7 days a week through video remote technology, on-site or phone.

Call us at 734- 404-6065 to learn more about our free interpreter services.

At Superior Compounding Pharmacy, we want to make you feel comfortable with your home infusion therapy. Our team of experienced pharmacists and nurses are always available to discuss with you the details of your medication, answer any questions that you might have about your treatment plan, talk about the proper use and storage of your medications, educate you and your caregivers on potential side effects and other drug interactions.

Get in touch with us at 734-404-6065 or toll-free at 877-261-5512 from 8AM to 5PM Monday through Friday to talk with our team of pharmacists. We also have a support team to cater to any urgent questions or concerns 24 hours a day, 7 days a week.

Pharmacist signature _____

Print name _____



Contacts

Emergency	911
Superior Compounding Home Infusion Pharmacy	734-404-6065 Toll-Free: 877-261-5512

PLEASE FILL UP THIS FORM FOR YOUR CONTACT REFERENCE

Infusion nurse provider: _____

Medical provider: _____

Retail pharmacy: _____

My emergency contact: _____

Electric company: _____

Water and sewer: _____

Other: _____

Other: _____

My infusion information

My home infusion medication _____

I administer my medication _____ times per _____ at the following time(s): _____

I administer my medication via:

- IV push CADD pump Gravity
- Syringe pump Eclipse Subcutaneous
- Other (specify): _____

My IV access device is a: _____

My flushing instructions: _____

My care team

My nurse: _____

My pharmacist: _____

Home infusion: An introduction

Welcome to Superior Compounding Home Infusion Services

For many years, patients have struggled to cope up not only with their medical conditions but also with the rapidly increasing health care costs. But they didn't have a lot of choices when it comes to seeking treatment because services were offered solely in hospitals and clinics.

Things have changed over the years, however. With the evolution of the industry and the “decentralization” of healthcare delivery, patients now have the option to have their treatments away from the hospital.

Infusion treatment is especially a popular therapy service that's offered in the home setting because it helps patients cut down the costs of their treatment while ensuring that they're still adhering to their healthcare plan.

The advances in infusion technology and the training courses available for healthcare practitioners to administer treatment at home has made this possible.

Today, the alternate-site infusion industry is already worth more than \$11 billion and it is projected to grow to \$28.3 billion by 2024. Here at the Superior Compounding Pharmacy, we aim to help you achieve your treatment goals by offering our home infusion therapy services so you can receive in-home care at a much more cost-effective setting.

Our infusion team can help you safely administer IV therapy for prescription drugs including antifungals, antibiotics, antivirals, hydration, parenteral nutrition and pain management. But we don't just come to your home to give you these medications through infusion.

We will also:

- Assess your condition based on your health records and work with you in creating an infusion treatment plan that's cohesive with your medical treatment goals.
- Listen to your questions and concerns about home infusion to clear any doubts and fears that you might have that could affect the efficiency of your treatment.
- Work closely with your healthcare team in ensuring that you are given the right infusion medications at the right timing.
- Educate you and your caregivers about the home infusion treatment and how to manage any side effects.
- Assist you with processing your insurance coverage.
- Allow you to feel safe and comfortable while under our care and assure you that you will receive the best service possible no matter what your medical condition is.



The team behind our infusion treatment solutions

The Superior Compounding Pharmacy takes pride in having a team of highly trained infusion experts including nurses, pharmacy technicians, insurance experts and pharmacists who will work with you and your own healthcare team to ensure that you get the best home infusion care possible.

Team's roles and responsibilities

Each member of this team plays a vital role in the success of your treatment and we are committed to offering you the best experience that you can get from a home infusion therapy service.

- **Registered nurse.** Being one of the primary members of your home infusion team, your registered nurse will work closely with you and your doctor in developing a home infusion care plan that meets all your needs. Your nurse will teach you and your caregiver in administering your home infusion treatment and monitoring you throughout the entire process.
- **Registered pharmacist.** Specializing in medications, your registered pharmacist is responsible for preparing all your medications and solutions, answering your questions about prescription drugs, supplies and equipment. Your pharmacist will also work with your healthcare provider in providing proper medication information, evaluating the efficiency of your therapy, monitoring any side effects and interactions, and documenting your response to your infusion treatment.
- **Pharmacy technician.** Your pharmacy technician will work together with your registered pharmacist in preparing your medications and ordering everything you need throughout the course of your treatment.
- **Insurance specialist.** Your insurance specialist will save you from the hassle of processing your insurance claim for your home infusion treatment. This professional will prepare all the documents you need and help you understand the different payment terms and charges that are included in your home infusion treatment plan.

Our home infusion services

At the Superior Compounding Pharmacy, we are committed to giving you a more cost-effective approach to your infusion therapy by receiving it in the comforts of your own home.

We also want you take an active role in your home infusion treatment plan while giving you the benefits of resuming to your daily activities, spending time with your family and even returning to work if permitted by your doctor.

Instead of having to go through the hassles, trauma and expenses of getting IV therapy in a hospital, Superior Compounding Pharmacy takes the treatment to your home while providing you with everything you need to get the most efficient service.

We also protect yourself against drug interactions or adverse reactions and monitor your progress to guarantee that you are achieving the goals for your treatment.

We specialize in pain management, antibiotic therapy, enteral and total parenteral nutrition, growth factor therapies, immune globulin therapy, catheter care, HIV-related therapies and heparin therapies. When you are under our care, you can expect that:

- The Superior Compounding Pharmacy will provide you with all the prescription medications, supplies and equipment needed throughout the duration of your home infusion therapy.

- An infusion team that includes a nurse, pharmacist, pharmacy technician and insurance specialist will work closely with you in managing your home infusion therapy, communicating regularly with you to ensure that everything is done accordingly and monitoring your progress while looking out for possible side effects and adverse reactions.

- We are available to help you manage your supplies 24 hours a day, 7 days a week. You can ask us any questions about your treatment plan and our team will offer you the support you need throughout the course of your infusion therapy.

- We will take the burden of going through your billing and insurance claim yourself. With the help of our insurance specialist, you'll be able to comply all the requirements and forms required by your insurance provider to cover all the financial responsibilities of your home infusion treatment.

Our special infusion suite

We understand that in some situations, your home might not be the best place for you to have your infusion therapy. This is why we have designed a special infusion suite that our patients can use during infusion treatments. We will provide the same level of care that you get with your own infusion team. You can get blood draws, infusion administration and even training in these suites.

Get in touch with Superior Compounding Pharmacy to learn more about how you can take advantage of this service.

The benefits of home infusion service

Since home infusion therapy was introduced, it has grown into one of the most promising areas of healthcare over the years, especially with the growing elderly population.

There has also been an increased usage of infused specialty drugs that deal with a variety of medical conditions, some of which are not made accessible to underserved populations or patients who can't afford to get their infusion treatment in hospitals.



With the Superior Compounding Pharmacy, we give you the opportunity to take advantage of this treatment option not only for the lower costs but also for these benefits:

- **Reduced medical costs.** Let's face it; being confined in a hospital can be very expensive, but traditional medical practice used to require you to stay in a hospital setting just to get infusion treatments.

These days, however, you can already have all your infusions at home with the help of the Superior Compounding Pharmacy to lower your medical costs without sacrificing the quality of your treatment.

According to a study by a Dutch group in 2016, home infusion treatment for Crohn's disease helped patients save at least \$58 per infusion. 97% of patients who were treated for cellulitis through home infusion therapy also avoided the high costs of hospitalization.

- **Safety.** Some people may have doubts about home infusion therapy, especially when it comes to safety. But a systematic review of 13 published home infusion studies in 2016 actually revealed that doing home infusion is just as safe as hospital infusion in terms of side effects and other reactions.

It was supported by a 2017 study revealing that home infusion therapy for Gaucher Disease was just as safe as doing it in a hospital or clinic setting.

- **Shorter hospital stays.** Being confined in a hospital for infusion treatment isn't only expensive, but it also puts you at risk for a lot of hospital-acquired conditions such as pneumonia and infections. With home infusion therapy, you can reduce your hospital stays to mitigate these risks, especially if your immune system is compromised.

- **Efficiency.** Several studies have proved that home infusion treatments were just as efficient as hospital-based treatments. There are even some instances when home infusion offered a better outcome than doing it in a hospital, especially in managing side effects.

Patients receiving home infusion therapy for hemophilia, for instance, were 40% less likely to be hospitalized for bleeding complications.

All about your home infusion therapy

You might still be wondering what exactly home infusion means and how it can benefit you. Infusion therapy is essentially the administration of prescription medication through the intravenous route and using a needle or catheter.

Most patients who are required to undergo infusion therapy have chronic medical conditions that are too advanced to be treated with oral medication.

Infusion therapy used to only be offered in a hospital or clinic setting, but today, you can already do it in the comforts of your own home.

The different devices for infusion therapy

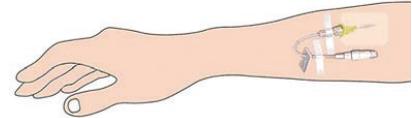
Although our team will help you manage your treatment process, all your medications should be prescribed by your doctor to ensure that you are getting the best results from your infusion therapy.

Some of the most common devices that we provide for our patients include:

1

Peripheral Catheter

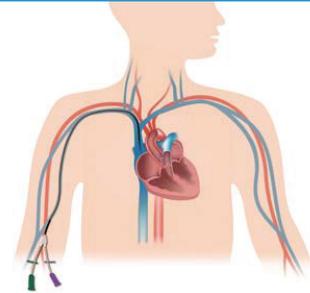
This venous line is a catheter inserted into a peripheral vein usually on the arm to provide venous access for medication fluids. You can see peripheral catheters being used a lot in hospitals for IV treatments and it's also one of the popular choices for home infusion therapy.



2

Peripherally Inserted Central Venous Catheter (PICC)

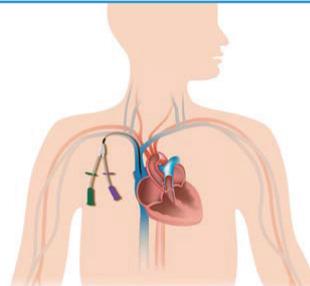
PICC line. This is a thin, long tube that's commonly inserted into a vein on the neck or leg. The PICC line is a popular device for long-term IV nutrition, medication and antibiotics.



3

Central Venous Catheter

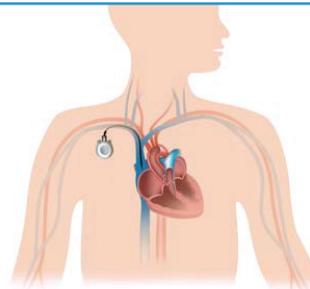
This is a type of tube that's inserted into a vein below the right collarbone to gain access to the superior vena cava. This device is commonly used for administration of chemotherapy drugs, blood transfusion and other intravenous fluids.



4

Implanted Port

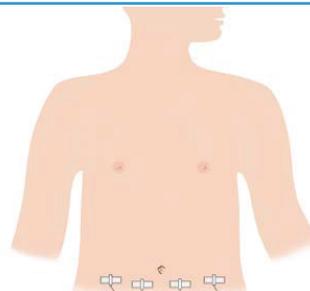
This device is usually inserted under the skin's surface in the chest area and used mostly for chemotherapy and other medication fluids.



5

Subcutaneous method

This type of catheter is almost similar to a central venous catheter, but it's commonly used for children who need infusion therapy because of cancer and other chronic medical conditions.



Safety and hygiene for home infusions

Safety and proper hygiene play crucial roles in the success of any infusion therapy. Here are some of the things that you need to consider when doing home infusion therapy.

Proper hand hygiene

Handwashing remains to be the single most important step to preventing infections, especially in infusion therapy. Follow these steps in making sure that you are washing your hands properly before administering infusion treatments:



1

Wet hands with water.



2

Apply enough soap to cover all hand surfaces.



3

Rub hands palm to palm.



4

Right palm over left dorsum with interfaced fingers and vice versa.



5

Palm to palm with fingers interlaced.



6

Backs of fingers to opposing palms with fingers interlocked.



7

Rotational rubbing of left thumb clasped in right palm and vice versa.



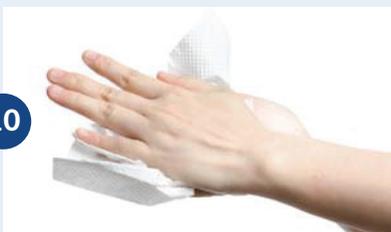
8

Rotational rubbing, backwards and forwards with clasped fingers of right and in left palm



9

Rinse hands with water.



10

Dry hands thoroughly.



11

Use towel to turn off faucet.



12

Your hands are now safe.

Proper work area

As part of our home infusion service, we will teach you how to prepare your work area to make sure that you are in a safe and clean environment when administering your home infusion therapy.

1

Pick a spot in your house that's free of any clutter and dust.



2

You should also choose furniture that can be easily cleaned regularly.



3

You can use a clean towel laid across your bed if you do not have a suitable work area. Be sure to use a fresh, clean towel every time you set up your supplies.



4

This space should not be accessed by your children or pets, especially when you're preparing for your infusion therapy.



Safety precautions

Aside from preparing your work area and washing your hands before your infusion treatment, it's also very important to apply these basic safety precautions as part of your home infusion process:

- Practice proper hand hygiene especially after eating coughing, blowing your nose using the restroom and touching your eyes, nose and mouth.

- Follow proper coughing and sneezing by using a tissue or covering your nose and mouth with your elbow to avoid contaminating your hands. Dispose any used tissue properly and make sure to wash your hands after.

- Use an alcohol-based sanitizer before handling medication, supplies and equipment, and especially before preparing your work area. Make sure that you apply your hand sanitizer properly by putting it on your palm, spreading it between your hands and rubbing your hands together to make sure that the product reaches the areas around your fingers.

- Create an emergency home escape plan in case of any natural disasters. Aside from having a basic first aid kit, you should also pack at least three days' worth of food and water, and a complete list of medications for every member of the family.

- It's also highly important to list all the emergency numbers in an accessible area in your house like the fridge door.



Don't forget to include Superior Compounding's Home Infusion Pharmacy number: 734-404-6065.

We are more than happy to assist you with your infusion treatment in the case that you need to leave your house and stay somewhere else. This will help you ensure that your treatment can continue to so you can get the best results out of your healthcare plan.

Caring for your IV line

At the Superior Compounding Pharmacy, we will educate on the most important things that you should know about your home infusion therapy. This includes taking good care of your IV line to prevent infections and constant re-insertions.

Prepare

1 Wash hands following the hand hygiene flow process.

Lay out your supplies

- 2**
- Pre-filled flush syringes: 2 saline and 1 heparin (if needed)
 - Sterile (alcohol) wipes

Prepare your syringes. You may need to adjust the amount of solution in your pre-filled syringe to match the amount listed below. Your nurse will review this with you. Your healthcare provider will tell you if you need to flush with heparin.



1. Remove the syringe cap.



2. Gently tap the syringe to move air to the tip.



3. Push the plunger to remove air and extra solution. If difficult to push, pull plunger back slightly to break the seal.



4. Replace the syringe cap until you are ready to use it.

Flush your IV line.



1. Clean the injection cap with an alcohol wipe. Rub for 15 seconds, then allow to dry for 15 seconds.



2. Attach the syringe firmly to the IV injection cap using a push and twist motion.



3. Open the clamp.



4. Inject the solution.



5. Close the clamp.



6. Remove and discard the syringe.

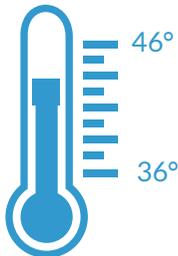
Notes _____

Proper medication storage

It's very important to store your prescription medications properly to keep them from being damaged due to bad temperature and light exposure. Here are some important tips that you can learn from our infusion team at the Superior Compounding Pharmacy:



- Your medications should not be exposed to direct sunlight for a long period of time. A lot of infusion-based medications are sensitive to light exposure, so your pharmacist will advise you on how to store your medications properly, especially when they need to be away from light.



- Most of the medications that will be used for your home infusion therapy will require refrigeration. To make sure that you are storing them in your fridge properly, always put medications in the top shelf of your refrigerator and not the door.



- All your supplies, equipment and medications should be stored in a cool, dry place that's out of reach of children or pets. It's very important to keep all your supplies organized and avoid storing them in high humidity areas like your bathroom.

You also need to keep medications in a plastic bag to keep them from being contaminated by other things in your fridge.



If you have any questions about your medications or you have doubts about the drugs sent to your home, you can always get in touch with our infusion team at the Superior Compounding Pharmacy so we can assist you with your inquiries.

We make sure that every step of your home infusion process will be guided accordingly in order to achieve your goals and maximize the benefits of your treatment.

Medicare DMEPOS supplier standards

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c). The full text of these standards can be obtained at www.ecfr.gov. Upon request we will furnish you a written copy of the standards.

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

Glossary

Administer: To manage or supervise the execution, use or conduct of home infusion medications or supplies.

Administration set: IV tubing that connects the solution container to the IV catheter.

Antibiotics: Medications used to fight infections by killing or slowing the growth of specific bacteria.

Bacteria: A small organism that may cause infection.

Cannula: A small plastic-like, needleless injection device.

Catheter: A piece of soft tubing placed through the skin and into a vein to give medications and solutions directly into your bloodstream. Also called an IV catheter.

Central catheter: An IV catheter which is threaded through a vein to a point close to the heart.

Contaminate: To put bacteria on a sterile area by contact with objects that are not sterile (such as unwashed hands touching your catheter).

Dressing: A covering used to protect an area from contamination or infection.

Expiration date: The date (month, day and year) after which you should not use a medication or solution. This date is noted on the label of each medication dispensed to you.

Flush: To clear out the solution remaining in the catheter or tubing.

Heparin: A medication used to prevent blood from clotting in the catheter.

Infection: Growth of microorganisms, such as bacteria, in the body that can lead to disease.

Infusion device: A device that controls the speed or rate of a solution as it enters the vein through a catheter.

Injection cap: A small cap that is screwed on to the end of the catheter to keep it closed when it is not in use, preventing germs or air from entering the catheter.

Insertion site: The place where the catheter enters the skin.

Intravenous (IV): This term refers to giving medication “into the vein” through a catheter that has been placed in a vein.

Milliliter (mL): A unit of measure for liquids,

Needleless system: A system used to access the IV catheter that does not use any sharp metal needles. This system helps to prevent accidental injuries caused by needles.

Peripheral: Term used to refer to the extremities – arms, hands, legs and feet.

Side effect: An undesired result from taking a medication or therapy.

Sterile: Completely free from bacteria. Many of the supplies provided to you by Superior Compounding Home Infusion are sterile. Leave supplies in the sealed package until ready to use.

Syringe: A plastic device used to measure, hold and administer medications into a catheter.

Transparent dressing: A clear dressing which protects the IV exit or insertion site from water and environmental factors like clothing.

Tubing: A plastic device used to administer intravenous medications and solutions. Also called an administration set.

Vial: A small container with a rubber top that holds sterile solutions or medications.



SUPERIOR
COMPOUNDING PHARMACY

Home Infusion Program
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Plymouth, 48170