



PATIENT WELCOME INFORMATION

Welcome to Redeemer Health Ambulatory Infusion Center

Dear Patient,

Welcome to Redeemer Health Ambulatory Infusion Center. Thank you for choosing Redeemer Health for your infusion therapy. We are committed to providing you with the highest level of comfort, care, and support throughout your treatment journey.

Our center is designed to ensure a welcoming, safe, and healing environment where you can feel at ease during your visits. Whether this is your first infusion experience or you've received infusions before, we understand that every patient's needs are unique, and we are here to make your time with us as smooth and pleasant as possible.

Here's what you can expect:

- **A Dedicated Care Team:** Our experienced nurses and staff are here to answer your questions, address your concerns, and provide compassionate care tailored to your specific needs.
- **Comprehensive Support:** If you have questions about your treatment plan, medications, or insurance, our team is here to assist you every step of the way.
- **Comfortable Amenities:** From comfortable seating to entertainment options, we strive to create a relaxing atmosphere for you during your infusion sessions

This packet contains important information to help you succeed during your treatment. It includes details about our center, the support and services we offer, and important health and safety information. Please review the material carefully and save it for future reference.

Our team is available throughout your appointment to answer questions about your treatment and the information in this packet. If you have questions outside of your visit, you may speak to a team member by calling 215-297-6829.

Thank you for trusting us with your care. We look forward to supporting you during your treatment journey.

Warm Regards,

Redeemer Health

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Contact Information

Address: 821 Huntingdon Pike, Suite 204
Huntingdon Valley, PA 19006

Phone Number: 215-297-6829

Fax: 215-267-9058

Website: <https://www.redeemerhealth.org>

Hours

Our clinic welcomes patients by appointment only, with both morning and evening options available. Our normal business hours are Monday through Friday 9 AM to 5 PM.

Scope of Services

Treatments Provided

Redeemer Health Ambulatory Infusion Center offers infusion and injection therapy to adults and pediatric patients with rare, chronic, and complex conditions. We offer many treatments across a wide range of disease states, including autoimmune disease, neurology, gastroenterology, pulmonology, nephrology, and more. To check if we provide a specific medication, you can ask a clinic member in person or over the phone.

Amenities

We design our clinics to provide a comfortable environment for your treatment. The following amenities are available for your convenience.

- Private and semi-private infusion suites
- Free Wi-Fi access
- Large screen TVs with streaming entertainment
- Leath infusion chairs
- Comfortable space for guests
- Complimentary snacks and drinks
- Warm blankets
- Convenient parking

Referral Process

Upon receipt of a referral from your provider, our team immediately begins the Intake process and will contact you within 24 hours. We make every attempt to complete the

authorization and scheduling process as quickly as possible, but the overall time may vary based on insurance and drug manufacturer requirements.

Insurance Navigation and Support

Our team gathers all required information and submits it to your insurance company when requesting coverage of your medication. This process is referred to as the “prior authorization” process. If your insurance denies coverage of the medication, we will work with your provider to either appeal the decision or change the medication to a covered product.

Financial Assistance

Copays and coinsurance for specialty infusions may still be high even after they have been approved through your insurance company. We research different financial assistance programs available to possibly lower the cost of your medication. When we find programs for which you are eligible, our staff will help you sign up and submit any required information.

Clinical Support

A team of highly trained nurses and nurse practitioners will be onsite to during your treatment. They will provide you with education about your medication and treatment plan. If you have questions outside of your appointment, you can call our infusion center and ask to speak to a nurse. Calls outside of regular hours will be returned the next business day.

Insurance and Financial Responsibility

We accept most commercial insurances, Medicare Part B, and Medicaid. We work with your insurance company to ensure required authorizations or certifications are approved and on file before your visit.

We will share your financial responsibility with you before you begin treatment and if we are notified of any changes during treatment. You are responsible for all copayments, deductibles, or charges not covered by your insurance provider.

If you experience a change in coverage at any time, it is your responsibility to immediately notify our clinic. Insurance changes may require new authorizations and/or certifications, so it is important to provide updated information before your appointment to avoid rescheduling. Any claim denials resulting from failure to notify us of updated insurance benefits will be your full financial responsibility.

Preparing for Your Treatment

Before Each Visit

- **Inform the clinic of any insurance changes as soon as they occur.** Insurance changes may result in new authorization requirements or coverage changes. Update your information ahead of time to prevent delays or the need to reschedule your appointment.
- **Remember to bring personal items to make your appointment more comfortable.** If you require a wheelchair, walker, portable oxygen, or any other devices, please bring them to your visit.
- **Let us know if your plans change.** In the event you need to cancel or reschedule your appointment, please provide at least 24 hours' notice. Missed appointments without notice may incur a no-show fee.

During Your Visit

- **Arrive on time.** Please be sure to arrive a few minutes before your scheduled appointment time. This ensures there is enough time to complete your check-in and registration process before your treatment.
- **Inform your care team of any changes.** Let your nurse know if you have experienced any new symptoms, illnesses, or changes in your health condition since your last visit.
- **Relax and stay comfortable.** Let us know if there is anything we can do to make your treatment more pleasant. We offer many amenities, from Wi-Fi and entertainment to snacks and drinks.

After Your Visit

- **Rest and Hydrate.** Allow time to recover and drink plenty of fluids.
- **Monitor for side effects.** Be aware of common side effects like fatigue, nausea, or bruising around the IV site. Report severe or unexpected symptoms (e.g., fever, swelling, or shortness of breath) to your healthcare provider immediately.
- **Follow up.** Be sure to follow the discharge instructions provided at the end of your visit. Keep any follow up appointments for lab work or physician visits to ensure your treatment stays on track.

Self-Care

When receiving infusion therapy, it is important to take care of your body and practice healthy activities. When combined with your prescribed treatment, these tips can help you on your journey to better health.

- **Eat a healthy diet.** Eat a balanced diet of whole foods, focused on fresh fruits and vegetables, lean meats, and healthy fats. Limit sugar and processed foods.

- **Exercise regularly.** Aim for at least 30 minutes of moderate physical activity four to five days a week. If you are unable to exercise due to your condition, talk to your doctor about alternative options.
- **Get plenty of rest.** Adequate sleep is crucial for your body to repair and heal itself. Try to get at least seven to eight hours of sleep each night.
- **Manage your stress.** Managing stress can help you live a happier, healthier life. Practice hobbies or other activities to help reduce and manage your stress.
- **Wash your hands.** Washing your hands is the single most important thing you can do to reduce your risk of infection. Make sure to wash your hands with soap and water for at least 20 seconds before you eat and after you use the bathroom.

Safety Information

Infection Prevention

Preventing infections is critical to ensuring safety in the ambulatory infusion setting. Our care team follows a set of evidence-based practices, called Standard Precautions, designed to minimize the risk of transmitting infections. These practices ensure the safety of both the care team and patients.

Standard Precautions our health care workers follow include:

- **Hand hygiene:** hands are cleaned with soap and water or alcohol-based sanitizer before and after every procedure.
- **Personal protective equipment (PPE):** gloves, masks, eye protection, and gowns are used as necessary to reduce the risk of exposure to bodily fluids.
- **Aseptic technique:** sterile equipment, cleaning and disinfection procedures, and strict procedures are used to prepare and administer medications.
- **Sharps safety:** safety devices and procedures are used to reduce the risk of accidental needle sticks and injury.
- **Environmental cleaning:** surfaces, equipment, and laundry are cleaned and disinfected according to strict procedure.
- **Waste management:** biomedical waste is disposed of in accordance with regulatory guidelines to prevent contamination and environmental exposure.

We also encourage you to follow certain guidelines to reduce the risk of infection for yourself, other patients, and health care workers:

- **Practice good hand hygiene.** Wash hands frequently with soap and water, especially before eating; after using the restroom; after coughing, sneezing, or blowing your nose; or after touching public surfaces, like door handles.
- **Maintain respiratory hygiene.** Cover your mouth and nose with a tissue or your elbow when coughing or sneezing. Wash your hands afterward.

- **Keep wounds covered.** Keep cuts, scrapes, and wounds clean and covered with a bandage.
- **Avoid close contact when sick.** Stay at home when you do not feel well and avoid close contact with others who are sick.
- **Use a mask to protect yourself and others.** Wear a mask if you have respiratory symptoms or if you are around others who are immunocompromised.
- **Practice safe food handling.** Wash fruits and vegetables thoroughly, cook food to safe temperatures, and avoid cross-contamination with raw meats when cooking.

Handwashing

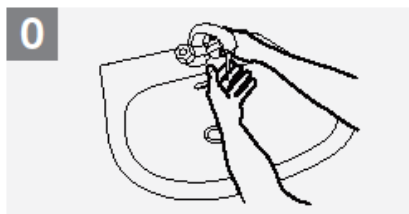
The best way to prevent infections is to wash your hands often, using the technique as seen on page 9 of this packet.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the entire procedure: 40-60 seconds



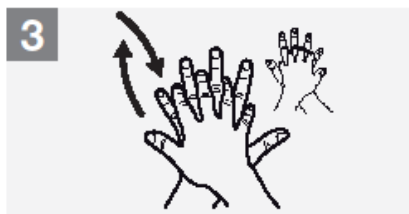
Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



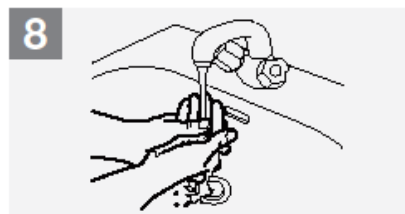
Backs of fingers to opposing palms with fingers interlocked;



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



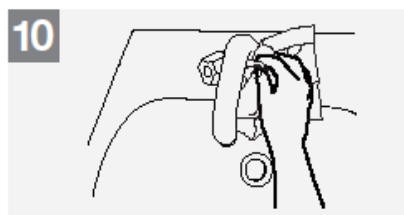
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Better Health Care

SAVE LIVES

Clean Your Hands

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Emergency Preparedness and Evacuation

In the unlikely event of an emergency requiring evacuation from the infusion center, the Redeemer Health team will provide you with instructions for safely exiting the building. Evacuation plans and diagrams are posted throughout the clinic to assist. In the event of an evacuation, leave all personal belongings behind, immediately evacuate the building, and meet at the designated location. Wait for additional instructions from a Redeemer Health team member or emergency official. Never re-enter the building until you are told it is safe to do so.

In the event of severe weather or another event requiring shelter in place, the Redeemer Health team will provide directions to the safe location for shelter. These locations are also listed on the evacuation diagram.

The building is equipped with sprinklers and fire extinguishers in case of fire. Redeemer Health staff are trained in how to use these devices in a fire-related emergency.

Patient Rights and Responsibilities

Our goal is to make your Ambulatory Infusion experience as supportive as possible by providing information and open channels of communication.

You Have the Right To:

- Be fully informed in advance about service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed in advance of service being provided and your financial responsibility.
- Receive information about the scope of services provided and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable.
- Have your property and person treated with respect, consideration, and recognition of dignity and individuality.
- Be able to identify visiting personnel members, if applicable, through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of your property.

- Voice grievance and/or complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in your record and of Protected Health Information (PHI).
- Be advised on Redeemer Health's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate patient-centered care in accordance with physician orders.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of your responsibilities.
- Care without discrimination due to age, AIDS or HIV status, genetic information, ancestry, color, culture, physical or mental disability, education, gender identity or expression, income or socioeconomic status, language, marital status, national origin (including limited English proficiency and primary language), race, religion, sex, sexual orientation or preference, pregnancy status, union membership, source of income or payment, domestic or sexual violence victim status, or any other basis prohibited by federal, state or local law.
- Receive respectful care given by competent personnel.
- Request and be given the name of all pharmacy team members with whom you have interacted.
- Have all records and communications pertaining to your medical care treated as confidential except as otherwise provided by law or other third-party contractual arrangements, as outlined in Redeemer Health's Notice of Privacy Practices, available from your health care provider.
- Receive information in a language you understand, free of charge. If English is not your primary language, Redeemer Health will provide language assistance services through interpreters or written information.
- If you are deaf or hard of hearing, Redeemer Health will provide other aids and services.
- Request and access all information contained in your medical records unless access is specifically restricted by our attending physician for medical reasons.
- Examine and receive a detailed explanation of your bill.
- Receive full information and counseling on the availability of known financial resources for your health care.
- Take part in decisions about your care, treatment, services, and discharge.

You Are Responsible For:

- Providing a complete and accurate medical history.

- Letting us know if you clearly comprehend a planned course of action and the things you are expected to do.
- Asking questions about your care and treatment, especially if you do not understand procedures or instructions.
- Helping the physicians, nurses, and other allied health personnel in their efforts to care for you by following their treatment plans, instructions, and medical orders. Providing accurate and timely information concerning your source of payment and ability to meet financial obligations.
- Asking for things to be explained when you do not understand.
- Treating Pharmacy staff with respect and refraining from language or behavior that is offensive, abusive, or intimidating.
- Notifying the pharmacy via telephone when medication supply is running low so a refill may be coordinated promptly.
- Notifying your treating provider of participation in the Patient Management Program.
- Submitting any forms that are necessary to participate in the patient management program to the extent required by law.
- Providing accurate clinical and contact information and notifying Pharmacy staff of changes in this information.
- Notifying us if you have any concerns about the care or services provided to you.

Advance Directive

You can find information regarding your rights and options for creating an Advance Directive online at the following address: <https://www.redeemerhealth.org/patients-visitors/advance-directive>

Notice of Privacy Practices

You can find Redeemer's most up-to-date Notice of Privacy Practices online at the following address: <https://www.redeemerhealth.org/privacy-security>.

Complaints and Grievances

You may voice concerns or complaints at any time without fear of retaliation. You may voice a complaint in the clinic to any staff member or over the phone by calling 1-855-719-7939. You may also ask to speak with a supervisor if you do not receive an adequate response. If your issue cannot be resolved immediately, you will receive a response within five business days.

If you believe that your privacy rights have been violated, you should immediately contact the facility's Privacy Officer. We will not take action against you for filing a complaint. You also may file a complaint with the Secretary of the U. S. Department of Health and Human Services, 200 Independence Ave. S.W., Washington DC, 20201.

To file a Medicare complaint with the State of Pennsylvania you may call 1-800-633-4223 or visit <https://www.cms.gov/medicare/health-safety-standards/quality-safety-oversight-general-information/contact-information>].

You may also submit a complaint to ACHC, the agency which accredits Redeemer Health's ambulatory infusion center. To file a complaint with ACHC, go to: www.achc.org/complaint-policy-process or call (855) 937-2242.