



PATIENT GUIDE TO CARE AND SAFETY

A Guide for Patients and Caregivers

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GET TO KNOW YOUR PHARMACY SERVICES TEAM

Registered Infusion Nurses

Veros Health Pharmacy Services has experienced registered infusion nurses who help you become comfortable receiving care in your home or alternate-site setting. The nurses assess individual needs and develop a plan to safely and accurately administer your therapy.

Our nurses are specially trained to teach you or your caregiver how to administer your therapy and monitor your progress. In the event of questions or emergencies, nurses can be reached 24 hours a day, 7 days a week.

Registered Pharmacists

Registered pharmacists prepare your medications and monitor for effectiveness and potential side effects.

The pharmacist will review all of your medications to assure your medications are compatible with your infusion therapy. The medications are prepared in a specially designed cleanroom with a sterile mixing environment.

Your nurse and pharmacist will teach you how to monitor your progress throughout your therapy. Depending on the medication and the method used to administer it, you will be instructed to watch for certain signs of medication side effects and infection.

- Keep track of how you feel during each medication administration:
 - Are you feeling any different?
 - Are you experiencing nausea, lightheadedness, burning or another unusual sensation?

GET TO KNOW YOUR PHARMACY SERVICES TEAM

Customer Service Representatives help you order supplies and find answers to your questions. Supply and medication deliveries are coordinated with nursing visits to assure you have everything needed to administer your therapy.

Reimbursement Representatives support and guide you through the process of insurance billing and coverage. Our staff is available throughout your care to answer questions regarding insurance claims or bills.

Delivery Staff is responsible for putting together your orders. They also maintain our medical equipment, so it is always in good working condition. If your supplies are shipped to you by a carrier such as FedEx or UPS, the delivery staff coordinates the delivery process.



MEDICATION AND STORAGE

Medication Side Effects

The medication information sheet provided lists some less common side effects. Review this with your nurse or pharmacist and refer to the sheet as needed.

Signs of Infection

An infection can be a potential problem related to your intravenous access line. You will be instructed to monitor yourself for possible infection:

- Check your temperature daily and report any changes to your nurse or pharmacist
- Check your catheter insertion site for redness, swelling or irritation each time you administer medication

Therapy Specific Monitoring

Your therapy may require you to watch and monitor additional symptoms so we can better care for you. Your nurse or pharmacist may ask you to monitor how you are responding to your infusion medication. This could mean keeping track of any weight gain or loss, assessing wound healing or recording pain relief. Your nurse or pharmacist will explain these details.

Delivery

The medication and supplies you need for your therapy will be provided on a set delivery schedule. This will be determined by your pharmacist based on your prescription, lab results or medication expiration dates.

Storage

Choose one area of your home where supplies are stored. This area should maintain a consistent temperature. It should also be clean, dry, and away from pets and children. Avoid garages, porches, basements and similar environments that are difficult to keep clean and where temperatures can vary.

MEDICATION AND STORAGE

Packaging

Your medication will arrive packaged in individual doses by the pharmacist. The medication will be placed in a protective outer bag. Leave the outer wrap or bag in place until every dose has been used in the wrap. This will help to keep your medication from becoming contaminated.

Temperature Sensitive Storage

Many medications require refrigerator or freezer storage. Check the medication label for all storage requirements. The medication should be placed in a designated area in the refrigerator, away from food that could spill. Check the refrigerator temperature to make sure it is a constant 34-40°F. A good rule of thumb is at this range, lettuce should not freeze, and milk should not spoil.

Refrigerated medications should be removed from the refrigerator before your scheduled dose to allow the medication to warm to room temperature. Frozen medication must be allowed to thaw at room temperature. Never heat or microwave medication.

Veros Health Pharmacy Services will attempt to contact patients in the event of predicted weather emergencies to prevent disruptions of care or service. Such situations could include a snowstorm, flood, tornado, hurricane, fire, earthquake or any other severe weather situation.

SAFETY

Preparedness

To always be prepared for weather-related or other emergencies, keep a plastic container in an accessible, safe location with the following emergency supplies:

- Battery-operated clock
- Battery-operated radio
- Extra batteries
- Flashlights
- Bottled water
- Extra clothes for all family members
- Medications
- A list of all medications currently taking
- Blankets
- Non-perishable foods
- Cell phone charger
- Extra cash in the event of ATM/bank closures

In the event of a tornado or tornado warning: Stay tuned to a local radio station or weather channel for information and updates.

- Go to the lowest level of your home
- Find shelter in an inside room that is away from windows
- Stay in a protected area until danger has passed

Evacuation

If you are being evacuated, be sure to take all your medications, a list of the medicines you are currently taking (medication profile), medical paperwork, supplies and pumps with you to the emergency shelter.

Notify Veros Health Pharmacy Services of your evacuation and provide us with the address and contact information of the shelter or location in which you will be staying.

SAFETY

Electricity

If you are using an electrically powered medical device to administer your medication, contact the electric company to be placed on a priority list in the case of a prolonged power loss. Let them know you require electricity to support life-sustaining equipment.

- Know how long the device(s) battery back-up system will last
- Go to the nearest emergency room if power cannot be restored to your home
- Have sufficient battery supplies at all times. Preserve refrigerator temperature by opening the door as few times as possible
- Use a cooler to store frozen medications; use snow, ice or cooler packs to keep medications cold
- Fill a bathtub with water for non-drinking uses. Patients with life-threatening emergencies should go to a local emergency room

Electrical Safety

- Do not place cords under furniture or rugs
- Place all cords in plain view but out of walking paths. Replace frayed cords
- Do not use multiple adapters on electrical outlets or overload extension cords
- Unplug electrical appliances when not in use. Ground all electrical appliances as needed

Fire Safety

- Install smoke detectors on all levels of your home and replace the batteries regularly
- Inspect all fire extinguishers regularly. Develop a plan to evacuate your home in case of a fire or other emergency
- Develop a plan to evacuate disabled or immobile family members
- Keep hallways and doorways clear at all times. While cooking, do not leave pans unattended on the stove
- Inspect and clean chimneys regularly. Do not leave fireplaces, wood stoves, electrical or kerosene heaters unattended
- Keep matches, candles and lighters out of children's reach

SAFETY

Stairs and Hallways

- Remove clutter from the stairway
- Install a sturdy handrail or strengthen an existing one. Use gates to keep small children from accessing these areas

Rugs, Runners and Mats

- Secure loose rugs and runners to the floor. Tack down carpet edges
- Replace or remove torn, frayed rugs or carpets

Cabinets and Closets

- Store frequently used items on lower shelves. Store heavy items on low shelves to avoid injuries from falling objects
- Use a sturdy step stool to reach items in high places. Keep cleaning supplies, knives, potential poisonous substances and medicines out of a child's reach or in a locked cabinet

Bathrooms

- Install textured surfaces to shower and tub floors to prevent slipping
- Install grab bars in tubs and shower stalls to prevent falls
- Keep water heaters at 115°F to avoid an accidental burn
- Place a nightlight in the bathroom
- Never leave children unattended in the bathtub

Bathing/Showering

If your physician approves of your showering, your nurse will instruct you on covering your catheter to protect it from getting wet.

Telephone

- Have at least one telephone that does not rely on electricity, i.e., cell phone or traditional phone with cord
- Establish an emergency contact outside of the home. Post emergency numbers by all telephones

SAFETY

Pump and Pole Safety

If you require an infusion pump and pole to administer your IV medications, care must be taken to prevent falls when moving about the house.

- Keep walkways clear to allow easy movement with your pump and pole
- Never attempt to walk up or downstairs with your pump and pole without assistance
- Be careful not to get tubing tangled around your feet while walking with your pump and pole

Medications

Some medications, including diuretics and blood pressure medications, can lower your blood pressure causing dizziness or even fainting. Additional medications that can have similar effects include antidepressants, anti-anxiety drugs, analgesics (pain medications) and some heart medications.

- Never get up suddenly. Sit on the edge of a chair or bed before getting up to allow your body to adjust. Stand up slowly and pause before starting to walk. Keep pathways to the bathroom clear
- Keep a nightlight in the bedroom and bathroom. Have a family member assist you whenever possible

Medication Interaction

Sometimes, when a person is taking several medications, the drugs react and may cause dizziness or drowsiness. Your doctor and pharmacist will monitor the medications you are taking to try and avoid these interactions.

- Give your nurse or pharmacist a complete list of your medications and dosages. Tell your nurse or pharmacist if you are taking any over the counter medicines or home remedies (i.e., aspirin, antacids, cough and cold medications, vitamins)
- Notify your nurse or pharmacist of any changes in medication, new dosages or new medications
- Always call your doctor or Veros Health Pharmacy Services with any questions regarding your medications or possible side effects

SAFETY

Oxygen Safety

When oxygen is present in the home, some steps should be taken to ensure safety.

- Post an “Oxygen in Use” sign at the front door
- Maintain a clearance area of at least 6 inches around the oxygen concentrator
- Install smoke detectors in the home
- Make sure all oxygen equipment and tubing is at least 10 feet from pilot lights, fireplace, lighters, and other open flames
- Keep all smoking materials at least 10 feet from oxygen equipment and tubing
- Remove all petroleum-based products from around your face when using oxygen
- Plug oxygen concentrator directly into a wall outlet. Avoid using extension cords with oxygen concentrators
- In the event of a power outage, ensure you have a back-up oxygen cylinder
- Make sure oxygen cylinders are secured and stored properly as instructed by your oxygen provider

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