

The OHSU Home Infusion Pharmacy is part of the OHSU network of quality health care facilities including the Knight Cancer Institute, Doernbecher Children's Hospital, OHSU Hospital and outpatient clinics.

Made of experienced and dedicated health care professionals, the home infusion team is trained to provide you with a safe and caring experience. We appreciate the opportunity to support you with your home infusion needs.

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## We want to discuss your medications with you!

### **Interpreter services**

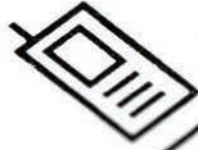
OHSU provides free interpreter services for our deaf, hard of hearing, deaf-blind and limited English-proficient patients and their families. Qualified health care interpreters are available 24 hours a day, seven days a week via phone, on-site or through video remote technology.

**For more information, contact OHSU Language Services at 503-494-2800.**

OHSU Home Infusion pharmacists are available to discuss details about your medication and answer any questions you might have. Our specialized pharmacists are available to discuss medication storage, directions for use, potential side effects, other medications that may interfere with your therapy and much more. Please give us a call at 503-346-3850 or toll-free at 844-362-0228. Pharmacists are on site from 8 a.m. to 5 p.m. Monday through Friday and available 24 hours per day to answer any urgent questions or concerns.

Pharmacist signature: \_\_\_\_\_

Print name: \_\_\_\_\_



## Contacts

<b>Emergency</b>	911
<b>OHSU Home Infusion Pharmacy</b>	503-346-3850 Toll-Free 844-362-0228

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: \_\_\_\_\_

# An introduction to home infusion

## Welcome to OHSU Home Infusion Pharmacy services

We appreciate the opportunity to support you with your home infusion needs. The OHSU Home Infusion Pharmacy is part of the OHSU network of quality health care facilities including the Knight Cancer Institute, Doernbecher Children’s Hospital, OHSU Hospital and outpatient clinics.



Our home infusion team is made of experienced and dedicated health care professionals who are trained to support you in a safe and caring home infusion experience. Our goal is to partner with you to help you achieve your home infusion goals and exceed your expectations.

## Personalized home infusion care experience

Most of the services we provide can be received in the comfort of your own home. For situations that require a more controlled setting, we offer a comfortable infusion suite designed to meet your needs.

We know what it means for our patients to be able to recover at home when possible. We are here to support you in that journey and will do our best to work with you to help you meet your infusion therapy goals.

## We will:

- Actively listen to your home infusion goals and questions.
- Work with you to develop an individualized plan of care that meets your needs.
- Work closely with all members of your care team.
- Help you through the insurance process.
- Teach you and your caregivers.
- Help you feel safe and comfortable about your home infusion treatment.
- Give you excellent care, no matter what.

## Your care team

Your team of highly trained infusion experts includes:

- Nurses
- Pharmacy technicians
- Pharmacists
- Insurance experts

All members of your care team will work with you and your health care provider to make a home infusion plan that works for you and gives you the best health care results. You will be followed by a nurse who will visit you in your home weekly to check on your health and support you through your home infusion experience.

## OHSU Home Infusion care team's roles and responsibilities

Each member of your care team is dedicated to ensuring that you have a safe and optimal home infusion care experience. We would like to introduce you to your care team.

**Registered pharmacist:** Your registered pharmacist prepares medications and solutions, monitors clinical aspects of your therapy and answers any questions you may have about your medications, supplies and equipment. The pharmacist consults with your provider to help evaluate your therapy, provide medication education, monitor for potential medication interactions and assess your response to therapy.

**Registered nurse:** Your registered nurse works with you and the care team to develop your home infusion care plan. Your nurse assists you in learning to administer and monitor your home infusion therapy and will answer any questions you have throughout your treatment.

**Pharmacy technician:** Your pharmacy technician works closely with your pharmacist to assist with the preparation of medications. Your pharmacy technician will also help you reorder your supplies and medications.

**Insurance specialist:** Your insurance specialist will help you through the insurance process for your home infusion treatment. They will answer questions you may have about charges or payment terms.

## Home infusion services provided

OHSU supports patients with home infusion services in the home or the infusion suite. All of the infusion methods we use have been proven to deliver safe and effective care in the home setting and are prescribed by your health care provider.

- A pharmacist and nurse will collaborate to clinically manage your home infusion experience and communicate your progress with your health care provider.
- OHSU Home Infusion Pharmacy will provide all the medications and supplies required to help you complete your home infusion therapy.
- Our infusion staff will help you manage your supplies during your therapy and are available 24 hours a day, seven days a week to answer questions and provide support during your treatment plan.
- Our insurance experts will help answer billing questions and offer support with insurance forms so that you are able to meet your financial responsibilities related to home infusion services.

## About your infusion therapy

Infusion therapy is medication, fluids or nutrients given through a needle or catheter directly into the body. Your infusion can be given in your home or in our infusion suite. In either setting, your OHSU care team will work closely with you to ensure you receive excellent care, education and support throughout your home infusion experience. OHSU Home Infusion Pharmacy provides many infusion home care options to help you progress in your treatment and live life to its fullest.



### Home infusion

Our home infusion services are provided when a patient receives this therapy in their home. By providing care in the comfort of your own home, home infusion therapy can help promote better health and improved quality of life.

### Infusion suite

OHSU has a comfortable infusion suite located at our Home Infusion Pharmacy's main office in Beaverton. Our suite is a comfortable alternative to receiving care in a provider's office or in the hospital. Our expert nurses and pharmacists will provide you with quality care in a clean and safe setting. Services provided in our infusion suite may include training, IV site care, blood draws and therapy administration in a convenient, comfortable alternate care setting. If appropriate, you may receive all of your infusion services in our OHSU suite.

### Basic infusion therapy overview

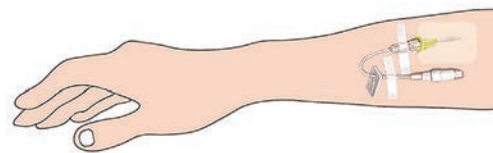
Your care provider will work with you to determine what therapy and infusion device is appropriate for your needs. Fluids, medications and nutrients can be given through an IV line that remains in your body for a period of time. For some therapies, your medication may be given through a subcutaneous site. In this method, a small needle is inserted just beneath your skin.

Our care team will help you manage your infusion process at home. It is important that you receive the medication ordered by your provider. All medications must be taken exactly as prescribed so that you receive the optimal results from your therapy.



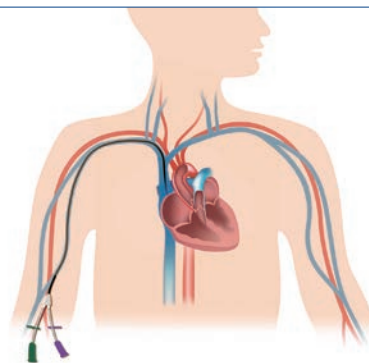
1

Peripheral Catheter



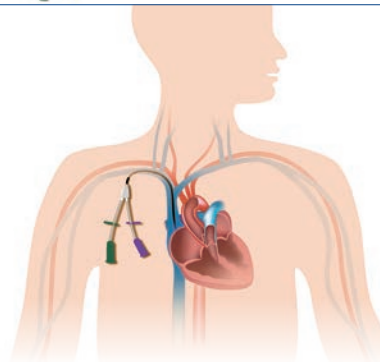
2

Peripherally Inserted Central Venous Catheter (PICC)



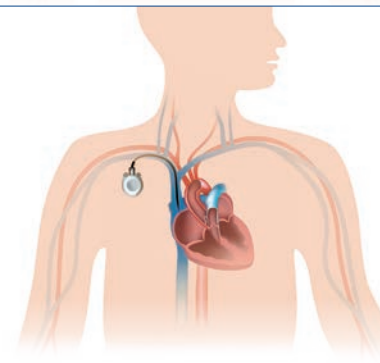
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Central Venous Catheter



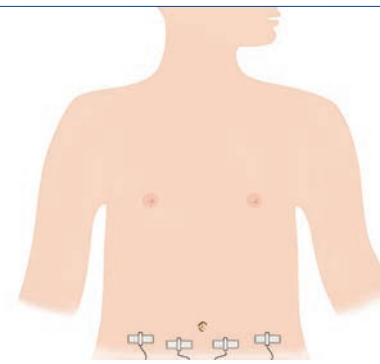
4

Implanted Port



5

Subcutaneous method



# Hand hygiene and infection prevention

## Hand hygiene

Washing your hands properly is one of the most important things you can do to prevent infection.

**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 interlaced 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 hand in left palm and vice versa.

**9** Rinse hands with water.

**10** Dry hands thoroughly.

**11** Use towel to turn off faucet.

**12** Your hands are now safe.

## Preparing your work area

Having a clean and safe area to complete your infusion processes will also help keep you organized and prevent infection.

1

Choose a work area that is free of dust, clutter and drafts.



2

Choose a work surface that can be frequently cleaned, such as a tabletop or metal or plastic tray. Your nurse will work with you to decide the best place and plan for you.



3

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



4

It is important that you do not smoke when preparing your work area. Also, do not let pets or children contaminate the area you are preparing. It is often helpful to have pets put away during this process in order to avoid having them contaminate the area or distract you.



## Infection prevention

You are the most important part in helping to protect yourself from infection. Washing your hands properly every time before you prepare your work and give your medication is vital. Communicable or infectious diseases are those illnesses that can be spread easily from one person to another, most often through casual contact.

## Standard precautions

Standard precautions are basic steps you can take to help avoid catching or spreading an illness to your family and friends.

1

**Wash your hands.** This is one of the most important things you can do to help prevent yourself and those around you from spreading illness. Make sure to wash your hands with soap and water, using friction, for a minimum of 20 seconds.

- Before you eat or touch your eyes, nose or mouth.
- After blowing your nose or covering your mouth and nose when you sneeze.
- After using the restroom.



2

**Cover your cough or sneeze.** When you cough or sneeze, use a tissue to prevent germs from entering the air where they may be breathed in by those around you. If no tissue is available, then cough or sneeze into your elbow to avoid contaminating your hands.

- Place tissue in trash can.
- Wash hands after disposing of the tissue.



3

**Alcohol-based sanitizer.** Use an alcohol-based sanitizer before handling supplies or preparing your workspace.

1. Apply a quarter-sized amount of hand sanitizer to one palm.
2. Spread the sanitizer between your hands.
3. Apply sanitizer to the fingers of both hands.
4. Rub hands together vigorously, spreading sanitizer between and around all fingers.
5. Continue rubbing hands together until they are dry and all sanitizer is absorbed.



## Home infusion safety

Your OHSU care team will evaluate the safety of your home so that your infusion care is provided in the safest manner and environment possible. In order to receive safe home infusion care it is required that you have access to a telephone and the emergency response system (911). There must also be access



to running water and electricity, and unobstructed access through all patient care areas of the home. Other important safety actions include:

**Protect yourself from falls.** Keep your exits and passageways clear of clutter, including electrical cords and phone cords. Remove throw rugs or replace them with rubber-backed rugs. Use double-sided tape to hold down the edges of larger area rugs. Keep rooms and walkways well lit. Keep supplies and frequently used items on lower/easily reachable shelves.

**Fire safety/prevention.** Consider installing smoke detectors and test them frequently. Consider having a fire extinguisher, and be familiar with how to use it. Use space heaters and appliances as directed and in a safe manner. Consider having an escape ladder stored close to an upstairs window.

**General safety.** Develop and practice a home emergency escape plan. Keep working flashlights and extra batteries available where you can easily find them in the dark. Consider storing at least three days worth of food and water. Assemble a first aid kit for your home. Have an up-to-date medication and allergy list for all family members. Have extra blankets and bedding available. Keep emergency numbers readily available and include police, fire, poison, emergency contact(s) numbers and the OHSU Home Infusion Pharmacy's 24-hour number, **844-362-0228**.

**Disaster plan.** Create a disaster plan for you and your family. When disaster strikes, evacuate immediately if told to do so. Listen to your radio and follow emergency instructions. Call 911 if you need emergency medical care. Take all medications, insulin supplies and equipment with you. Notify OHSU Home Infusion Pharmacy of your location as soon as possible.

**Note:** *Due to the risks involved, home infusion visits will not occur during a major disaster such as a flood, hurricane or other similar disaster. Visits will resume when a public safety clearance is given. The American Red Cross and Civil Defense assume responsibility for the sick and/or disabled during such emergencies.*

**Emergency or disaster management guidelines.** If you have an infusion pump, keep extra batteries available and on hand to ensure power during emergency situations. Report to the nearest shelter or hospital for emergencies. If evacuating, keep your medications with you; use an ice chest to store an item needing refrigeration.

# Caring for your IV line

If you have an IV (intravenous) line, it may remain in place even when it's not being used for therapy. During these times, you will need to flush the line. Flushing the line means filling it with solution to keep it from clotting. Follow the steps below to properly flush your IV line.

You can flush your IV line any time it's not being used for therapy. Unless your nurse tells you otherwise, you should flush your IV line once a day, then discard syringes in the sharps container.

## Prepare

**1** Wash hands following the hand hygiene flow process.

### Lay out your supplies:

- 2**
- Prefilled 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 prefilled syringe to match the amount listed below. Your nurse will review this with you. Your health care 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.**

4

Notes \_\_\_\_\_

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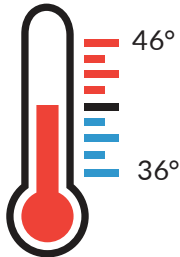
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## Medication storage



### Refrigeration

Most medications sent to your home will need to be refrigerated. Here are some helpful hints for refrigerated medications:

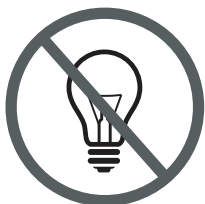
- Store medications in the body of the refrigerator and preferably on the top shelf. Do not store in the door.
- Always maintain separation between medications and raw meat.
- Keep the refrigerator between 36 and 46 degrees Fahrenheit.
- Keep medications in the plastic bag dispensed in to help keep them clean.
- Avoid freezing medication. Full-size refrigerators are best, but if you must use a small, dorm-style refrigerator, store medication as far away from the freezer compartment as possible.



### Cool, dry area

Flushes, supplies and some medications may be stored at room temperature. However, there are some guidelines to follow:

- Store medications and supplies in a cool, dry area. Do not store them in the bathroom or in areas with high humidity.
- Store medications and supplies out of reach of children and pets.
- Keep supplies organized so that you know when to reorder.



### Protect from light

For certain medications, it is important that they not be exposed to light for extended periods of time. Your pharmacist will notify you if this applies to your therapy.

- Keep these medications in the amber bag in which they were delivered until you are ready to use them.





### When to call

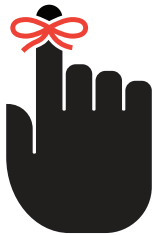
If you have any questions regarding the storage of your medications or supplies, please call us. We are available 24 hours per day for urgent questions and concerns.

Although the following scenarios may not necessarily indicate that your medication was stored improperly, **DO NOT USE** the medication until you have discussed the situation with a pharmacist. A pharmacist is available at all times to answer your questions.

- Medication that was delivered is warm to the touch.
- Medication is a different color or appearance than you had expected.
- Medication is leaking, the container is broken or it is missing a cap.
- If applicable, medication was not refrigerated within eight hours of delivery.
- If you cannot read the label on your medication or the label does not state what you had expected.
- It is past the DISCARD AFTER date indicated on the medication's label.
- If you have any other concerns regarding your medication.

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## Reordering medication and supplies



### Automatic refills

We cannot automatically refill your medication, but we will notify you when it is due. Please ensure that you have provided us with the most up-to-date contact information to ensure that you do not miss a reminder or a delivery.

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### Insurance regulations

Certain insurance plans require us to obtain an accurate count of all of the medications and supplies you have on hand prior to arranging a delivery. If this pertains to you, you will be notified when you first reorder.

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### When to reorder

We aim to deliver a refill of your medication the day before it is intended to be used. Please call us at least two business days prior to running out of medication to place an order.

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## Return policy



Unfortunately, due to federal regulations, we are unable to accept returns of any medications or supplies. We make every effort to minimize waste, but occasionally unexpected circumstances may lead to excess medication or supplies in the home. If you would like to donate any supplies or flush, you may do so by contacting Medical Teams International at 503-624-1000. Other organizations in your area may also accept unused medical supplies. Please contact your pharmacist for instructions on disposing of medication.

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## Safe use of sharps container



- Store your sharps container out of reach of children and pets, but not up high where you are at risk of dropping the container on yourself as you reach for it.
- The following should be disposed of in a sharps container:
  - All syringes, filled or empty
  - Any needles
  - Broken ampules
  - Potentially infectious material (blood or body fluids)
- Avoid placing the following in the sharps container:
  - Empty IV bags, vials or other infusion devices (except syringes)
  - IV tubing
  - Alcohol wipes, packaging or other garbage
- Never reach into the sharps container to retrieve anything.
- Do not fill the container past the fill line (about 3/4 full). If you are in need of a new container for your home infusion therapy, let us know and one will be provided to you.

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## Disposal of sharps



All sharps containers provided by OHSU Home Infusion may be returned to the Home Infusion office for disposal. Please call us at 503-346-3850 or toll-free at 844-362-0228 for instructions on returning the container.

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## Traveling with home infusion therapy



Please check with your medical provider prior to traveling while on home infusion therapy. OHSU Home Infusion staff will work with you to develop an individual therapy plan to ensure your safety while you travel. Please notify us at least two to three weeks prior to your departure so that we can work with you to determine your specific needs while traveling and develop a plan that is appropriate for you. If it is not possible to notify us of your plans two to three weeks in advance, please notify us as soon as possible so that we can begin seeking resources to assist you while you are away.

While traveling, it is important that you have access to proper medication storage (refrigerator if needed) as well as electricity, running water and telephone access. It is also important for you to have a plan in place to obtain medical attention should you have any urgent or emergency needs. Contact us at 503-346-3850 or toll-free at 844-362-0228 for more information.

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## Planning for end of therapy



### Completion of services

Your home infusion services may be completed when any of the following occurs:

- You have completed your treatment as specified in the original order and no additional orders are received.
- Your provider decides to end your home infusion therapy earlier than anticipated based on your clinical status.
- You decide that you no longer want home infusion services or you refuse treatment.
- You home infusion therapy can no longer be safely administered in your home.
- You relocate outside OHSU's home infusion service area.
- You develop health care needs beyond what the OHSU Home Infusion Pharmacy is able to provide.
- You have not received home infusion services for more than 60 days. If your medical provider has ordered an infusion that is given less often than every 60 days, this will not apply to you.

## 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](http://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 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 OHSU 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.

## Questions? Concerns?

### We value your feedback!

If you have any questions, concerns or comments, please feel free to call us at one of the numbers below.

Operations Manager, Home Infusion Pharmacy	503-346-3850
Operations Manager, Home Infusion Nursing	503-346-3850
Assistant Director, Home Infusion Pharmacy	503-346-3850
OHSU Patient Relations	503-494-7959

## Additional contacts

Oregon Board of Pharmacy	800 N.E. Oregon St., Suite 425 Portland, OR 97232	971-673-0001
Oregon Board of Nursing	17938 S.W. Upper Boones Ferry Road Portland, OR 97224-7012	971-673-0685
Washington Board of Pharmacy	310 Israel Road S.E. Tumwater, WA 98501	360-236-4700
Washington Board of Nursing	111 Israel Road S.E. Tumwater, WA 98501	360-236-4703
Washington Dept. of Health	Complaint Hotline (24-hour line. Calls returned Mon. – Fri., 8 a.m. to 5 p.m.)	1-800-633-6828
Medicare Hotline		1-800-633-4227 (1-800-Medicare)
Accreditation Commission for Health Care	139 Weston Oaks Ct Cary, NC 27513	855-937-2242



