

Home Infusion Pharmacy: What To Expect

Home Infusion Pharmacy

You will be getting the supplies for your home infusion needs through your home infusion pharmacy. The following information will help you know what to expect.

What to Expect

The pharmacy will:

- provide intravenous (IV) medicines and supplies for your therapy
- contact you on a regular basis and talk with your health care provider about how your therapy is going
- contact you to arrange deliveries of your medicines and supplies.

You will need to:

- double check your medicines
 - Is your name printed correctly on the medicine labels when your medicines are delivered?
 - Are the medicines still OK to use?
 - Check the “discard after” or “expiration date” printed on the labels.
 - Do the medicines look OK?
 - Check to make sure the medicines of the same type look similar (coloring).

If you answered “no” to any of the above, call 763-236-6991 and do not use the medicines.

- properly store your medicines at home
 - Follow any directions your health care provider gives you.
- give your therapy
 - If your medicines need to be kept in the refrigerator, remove them at least 2 hours before giving your medicines. It is best for them to be at room temperature.
- monitor any side effects you have
- call 763-236-6991 if you:
 - need to change the delivery time for your medicines and supplies
 - have a change to your:
 - contact information (phone number, address, email)
 - insurance coverage
 - are hospitalized
 - no longer need pharmacy services
 - have questions or concerns.

If You Have Leftover Medicines or Supplies

Once you have signed for your medicines and supplies, they cannot be returned. If you have leftover medicines or supplies, you can:

- throw them in the trash
- donate them. Search for donation locations online or ask your health care provider for recommendations.

If You Have a Change to Your Insurance Coverage

It is your responsibility to let your health care providers know if you have a change to your insurance coverage. You are fully responsible for any unpaid claims.

Please call 763-236-6991 at least 15 days before your coverage changes. This will give Allina Health Home Infusion Therapy Services time to get your benefits and authorization.

Whom to Call With Questions

Call 763-236-6991 (24 hours a day, 7 days a week) if you have questions or concerns.