



## Frequently asked questions

### **Is the cost of home infusion therapy covered by my insurance?**

Yes, in most cases the cost of home infusion therapy is covered by your insurance plan. Our reimbursement specialists will gladly verify coverage with your insurance provider for details of coverage under your plan. Hospital care can cost \$650 per day or more, not including the cost of drugs. HomeChoice enables the patient to reduce medical costs by receiving care at home.

### **Can I continue my active lifestyle while undergoing infusion therapy at home?**

In most cases, yes. Advancements in medications and equipment used to administer the medications allow infusion therapy patients to continue their daily activities.

### **Can home infusion therapy change my life?**

Definitely! We believe patients recuperate better at home than in a hospital environment. Home infusion therapy minimizes the impact of treatment on your daily life and makes it a routine, daily task. Patients receive individualized, personal treatment, and your HomeChoice team ensures better quality control.

### **What is enteral nutritional therapy?**

The intake of nutrients that undergo at least partial processing in the intestine. Strictly speaking, enteral nutrition includes normal food intake through the mouth. However, the term is often used to indicate more specifically the intake of nutrients through a tube that leads directly to the stomach or the small intestine.

### **What is a Certified Nutrition Support Dietitian (CNSD) ?**

A Certified Nutrition Support Dietitian (CNSD) is a registered dietitian certified in nutrition support through the independent credentialing board called The National Board of Nutrition Support Certification (NBNSC). The NBNSC was established by the American Society of Parenteral and Enteral Nutrition (ASPEN). Certification in nutrition support means that a registered dietitian has the knowledge necessary to deliver parenteral and enteral nutrition support and has passed the certification examination. Re-certification is required every five years.

## **What is the Joint Commission (JCAHO)?**

The Joint Commission evaluates and accredits nearly 18,000 health care organizations and programs in the United States. An independent, not-for-profit organization, JCAHO is the nation's predominant standards-setting and accrediting body in health care. Since 1951, JCAHO has developed state-of-the-art, professionally based standards and evaluated the compliance of health care organizations against these benchmarks. More information about JCAHO can be found at [www.JCAHO.org](http://www.JCAHO.org).

## **If I have a question, can I reach my HomeChoice nurse or pharmacist at night or on the weekend? How does this differ from the care I would receive in a hospital?**

Yes, HomeChoice has a pharmacist and a nurse on call 24 hours per day, every day of the year to respond to your needs. Just call our office number:

- Tidewater/Hampton Roads/Norfolk area: (757) 855-4255 or (800) 745-7764
- The Richmond, VA area: (804) 752-5979 or (800) 750-7299
- The Roanoke, VA area: (540) 366-7991 or (800) 709-7911
- In Northeastern North Carolina: (757) 855-4255 or (800) 745-7764
- In Southeastern and Central North Carolina: (910) 483-2155 or (800) 685-1091
- In Southwestern North Carolina: (864) 583-8190 or (800) 409-9411
- In Augusta, GA and surrounding areas of Georgia: (706) 855-0155 or (800) 409-9411
- In the Atlanta GA and surrounding areas of Georgia: (678) 987-0321 or (800) 779-0425
- In South Carolina: (864) 583-8190 or (888) 865-1110

Please leave your name, telephone number and a brief description of the problem. A clinician will be paged and will return your call within minutes.

## **Is home infusion therapy safe?**

Yes. Our first and foremost concern is the safety and well-being of our patients. HomeChoice utilizes infusion pumps and devices that meet the strict safety standards of the industry for prevention of free flow situations. Per OSHA regulation, HomeChoice provides needleless safety devices to prevent accidental needle sticks.

## **Who from your organization will be coming into my home?**

A HomeChoice HomeCare Representative will deliver your medications and supplies. They are employees of HomeChoice and have been specially trained regarding the proper storage of medications and supplies, and medical waste handling. At times, one of our Registered Nurses may bring your delivery with her during a nursing visit. A HomeChoice staff member will call you to schedule all deliveries.

## **How often do they come to my house?**

The timing of your medication delivery is based on many variables including the stability of your medication once mixed, your lab results and frequency of scheduled labs, your

anticipated therapy length and changes made to your therapy by your physician.

### **How does this differ from the care I would receive in a hospital?**

Most patients are happier, less anxious and feel more comfortable in their own surroundings. Home infusion therapy can be a cost-effective alternative to infusion therapy received in the hospital by saving you or your insurance company the \$650 or more in daily charges for the hospital room.

### **Get in touch**

If you have questions about our therapies

- Call us at **1-800 745-7764** or email us at [Info@HomeChoicePartners.com](mailto:Info@HomeChoicePartners.com)



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