

# BIOMATRIX

Specialty Infusion Pharmacy

## New Patient Packet



**DEDICATED  
TO MAKING  
A DIFFERENCE**



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## Section 1: Company Overview

BioMatrix Specialty Pharmacy offers comprehensive nationwide pharmacy services and digital health technology solutions for a range of chronic health conditions. We are bringing together the best and brightest in the industry to provide exceptional specialty pharmacy services. We are making a difference in the communities we serve, one patient at a time.

### **Our Commitment To Every Patient...**

To provide individualized specialty pharmacy and infusion services that improve health and empower patients to live each day to its fullest.

### **Individualized Specialty Pharmacy Services**

- Compassionate, understanding professionals experienced with specialty and infused medications
- Therapeutically focused “Centers of Excellence” centralizing clinical and administrative expertise enhancing service for patients and healthcare stakeholders
- Personalized, clinical care plans focused on improving health and minimizing side effects
- Comprehensive line of specialty, infusible, and injectable medications and access to Limited Distribution Drugs
- Convenient site of care coordination including home nursing, in-office, and ambulatory infusion services
- Advanced clinical software indicating therapeutic impact and efficacy of prescribed treatments
- Detailed clinical monitoring and tracking measuring adherence to prescribed therapies

### **Timely Access to Care**

- Prompt authorization for therapies related to complex medical conditions
- Attentive, caring pharmacy and nursing professionals—available day or night
- Comprehensive insurance benefit coordination
- 24-Hour standard delivery; emergency shipments available

### **Focused Education and Support**

- Administration training for infusible and injectable medications as needed
- Education and advocacy programs promoting therapy adherence and positive self-management
- Identification of financial assistance programs for co-pays and deductibles where applicable
- Community outreach and support



## Section 2: Patient Rights & Responsibilities

As a specialty pharmacy, we have an obligation to explain your patient rights and responsibilities before treatment begins, during initial evaluation, and on an ongoing basis, and as needed. Your family or guardian may exercise these rights for you if you are unable to exercise them for yourself.

### Patient Rights

- Be fully informed in advance about care/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 care being provided, and their fiscal responsibility
- Receive information about the scope of services that the organization will provide 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
- You may refuse/opt out of our patient care services, including speaking to a pharmacist. Law requires that you speak to or call a pharmacist to refuse services. We must inform your prescriber. Your insurance company may also require us to inform them of your refusal
- Be informed of patient rights under state law to formulate an Advance Directive, if applicable. Have your wishes concerning end of life decisions addressed to have health care providers comply with your advance directives in accordance with state laws. You have the right to receive care without conditions or discrimination based on the execution of advance directives
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality; and to have cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected. You will not be discriminated against based on social status, political belief, sexual preference, race, color, religion, national origin, age, sex, or disability. If you feel that you have been the victim of discrimination, you have the right to file a grievance without retaliation for doing so
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries or unknown source, and misappropriation of patient property. All verified violations will be reported to state/local bodies having authority (e.g. state survey agency or local law enforcement agency) and accreditation agencies within five (5) working days of becoming aware of the violation, unless state regulations are more stringent
- Voice grievances/complaints regarding treatment or care, lack of respect of property, or recommend changes in policy, personnel, or care/service 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 the patient record and of Protected Health Information
- Be advised on pharmacy's policies and procedures regarding the disclosure of clinical record
- Choose a health care provider, including choosing a physician or other licensed practitioner with prescribing authority, if applicable



- Receive appropriate care without discrimination in accordance with a physician or other licensed practitioner with prescribing authority orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement

### **Patient Responsibilities**

- Patient submits forms that are necessary to receive services
- Patient provides complete and accurate information to the best of your knowledge about your present complaints and past illness(es), hospitalizations, medications, allergies, and other matters relating to your health, along with contact information and any changes
- Patient notifies the treating provider of participation in the services provided by the pharmacy
- Patient maintains any equipment provided
- Patient notifies the pharmacy of any concerns about the care or services provided
- When the patient is unable to make medical or other decisions, the family/legal guardian/power of attorney designee will be consulted for direction
- Remain under a doctor's care while receiving medication/infusion therapy services
- Notify us of perceived risks or unexpected changes in your condition (e.g. hospitalization, changes in plan of care, changes in symptoms, homebound status or change in prescriber)
- Follow the plan of care and instructions and accept responsibility for the outcomes if you do not follow the care, treatment, or service plan
- Ask questions when you do not understand about your care, treatment and service or other instruction about what you are expected to do. If you have concerns about your care or cannot comply with the plan, let us know
- Tell us if your visit or delivery schedule needs to be changed due to medical appointment, family emergencies, etc.
- Tell us if your Medicare or other insurance coverage changes
- Promptly meet your financial obligations and responsibilities agreed upon with our company
- Tell us if you have an advance directive or if you change your advance directive
- Tell us of any problems or dissatisfaction with the services provided
- Provide a safe and cooperative environment for care to be provided (such as keeping pets confined, putting away weapons or not smoking) during visits from BioMatrix employees or agencies providing services
- Follow instructions on the care, use and maintenance of equipment and return rental equipment in good condition
- Show respect and consideration for our staff



### **Patient Therapy Management**

Upon enrollment in the Patient Management Program, every patient has additional rights and responsibilities related to the program. Below is a list of these rights:

- The right to know about philosophy and characteristics of the patient management program
- The right to have personal health information shared with the patient management program only in accordance with state and federal law
- The right to identify the program's staff members, including their job title and to speak with a staff member's supervisor, if requested
- The right to speak to a health professional
- The right to receive information about the patient management program
- The right to receive administrative information regarding changes in, or the termination of, the patient management program
- The right to decline participation, revoke consent, or disenroll at any point in time
- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- The responsibility to notify their treating provider of their participation in the patient management program, if applicable



## Section 3: Insurance Claims & Patient Assistance

Your dedicated BioMatrix Patient Support Specialist will help you with billing your insurance. Your dedicated BioMatrix Reimbursement Specialist will bill your insurance provider for the therapy and services provided.

They will also support you during any benefits review. We are here for you, and it is our goal to help ease your burden of paying for your medication in the most efficient, easy, and least expensive way possible.

### Reimbursement Help

Your dedicated Patient Support Specialist is here to assist you every step of the way. They will assist you in understanding what your out-of-pocket cost may be and how to get the most out of your specific insurance benefit. They accomplish this by:

- Coordinating benefits and insurance paperwork on behalf of you and your prescriber
- Working diligently to obtain prior authorizations for your newly prescribed medication
- Helping to identify options to help make your out-of-pocket costs as low as possible, such as manufacturer sponsored coupons as well as patient assistance programs
- Directing you to potential coverage alternatives to help bridge benefit gaps

### Payment Options

Your dedicated Patient Support Specialist will work diligently to minimize your out-of-pocket expense. Unfortunately, sometimes there may be uncovered portions remaining. Therefore, we offer three easy and convenient ways to pay:

- **Credit Card:** It is fast and easy to use your credit card when paying your copay or co-insurance portion.
- **Personal Check/Money Order:** Make checks or money orders payable to BioMatrix Specialty Pharmacy.
- **Flexible Spending Account:** Arrange for payment to be made through your Flexible Spending Account (FSA).



## **3A: Medicare Part D - Prescription Drug Program**

The Medicare Part D program provides beneficiaries with assistance paying for prescription drugs. The drug benefit, added to Medicare by the Medicare Prescription Drug, Improvement, and Modernization Act of 2003, (MMA), began in January 2006. Unlike coverage in Medicare Parts A and B, Part D coverage is not provided within the traditional Medicare program. Instead, beneficiaries must affirmatively enroll in one of many Part D plans offered by private companies.

The Medicare law establishes a standard Part D drug benefit. Plans must offer a benefit package that is at least as valuable as the standard benefit. The standard benefit is defined in terms of the benefit structure, not the drugs that must be covered.

Part D drug plans are not required to offer the standard benefit but can offer alternative prescription drug coverage. Alternative coverage must be “actuarially equivalent” to the standard benefit. In other words, the value of the benefit package must be equal to or greater than the value of the standard benefit package. In an actuarially equivalent plan, the cost-sharing varies through the use of such mechanisms as tiered co-payments. For example, a beneficiary’s share of cost may be less for a generic or preferred brand name drug than for a non-preferred brand name drug. However, a plan that offers an alternative benefit package cannot impose a higher annual deductible or require a higher out-of-pocket limit than required by the standard benefit.

Because the deductible, initial coverage limit, and annual out-of-pocket threshold change each year according to the changes in expenditures for Part D drugs, beneficiary out-of-pocket expenses may increase annually.

The Medicare law does not mandate a set premium amount. These costs as well as the list of covered drugs vary from plan to plan and from region to region. Beneficiaries should take time to review the various plans available to them considering their current and anticipated needs and financial resources.

### **Eligibility**

All people with Medicare are eligible to enroll in a Medicare Prescription Drug (Part D) plan. When beneficiaries are eligible to enroll in Medicare Part A & B, they also need to consider Medicare Part D options. Beneficiaries who decide to enroll in a plan will have to pay a monthly premium. The premium amount can be deducted from their Social Security check, a bank withdrawal can be arranged, or they may get a coupon book from the plan and write monthly checks to satisfy their obligation.

### **What do I need to know?**

- To get Medicare prescription drug coverage, beneficiaries must choose and join a Medicare Prescription Drug Plan
- Depending on their situation, there are several different time periods when beneficiaries can join a plan
- If they join, their costs will vary depending on which plan they choose
- Many people with limited income and resources will get extra help paying for their prescription drug coverage
- People with the lowest incomes and resources will get the most help





## Section 4: Delivery Service & Packaging Options

### Delivery of Medications and Supplies

Your prescriber will provide BioMatrix with a prescription for your medication. Our pharmacy will prepare your medications specifically for you. An inventory checklist will be made that will contain all the supplies necessary to meet your therapy needs. Once prepared, your medication will arrive either by driver, FedEx, UPS, or United States Postal Service.

Your Patient Support Specialist will call you 3 days to 7 days before your next refill. Please contact your Patient Support Specialist if you need a medication refill and have not received a call from the pharmacy. You can schedule a delivery time that is convenient for you and discuss exactly which supplies will be sent. Remember, you should always keep reserve supplies on hand in case of delays in delivery.

If you are prescribed a medication which can be self-administered, you and designated caregivers will receive instruction from an RN (Registered Nurse) in your home until you are safe and independent with administering the therapy. This RN will aid you in organizing your supplies so you can identify what supplies will be needed going forward when deliveries are scheduled. Other medications, such as IVIG, require an RN to administer and although RN will educate you about the medication and supplies, he or she will identify what supplies are needed for subsequent infusions. While the nurse will manage your care, your participation in that care process is essential to trouble-free completion of the therapy.

We ask that you take weekly inventory of your supplies. It is not a problem if you need supplies at times other than our scheduled deliveries; however, you need to give us advance notice so we can fill your order and make delivery arrangements. We never want to interrupt your therapy. If you are running low on medication or supplies, call us.

Your medication will be delivered to you in individual dose units or multi-dose vials. Please read and follow all label directions carefully. Make sure the label contains the correct patient's name, dose, and date.

### Delivery Services

BioMatrix knows that getting your drug on time is important. Here is an overview of how our delivery process works.

### Shipping

- Our normal shipping schedule is Monday through Friday. Some shipments may arrive on Saturday.
- Medications are shipped in containers with packaging guaranteed to keep the drug at the required storage temperatures for 48 or more hours. Temperature-sensitive medications will be delivered to you at a time agreed upon in advance with instructions for immediate storage at your home.
- Refrigerated or frozen medications will have warning stickers on the containers.
- If you have any concerns about the storage temperature of your medications upon arrival at your home, contact the pharmacy at the phone number provided in this packet.
- We check the shipping address for each package to make sure we have your current address. Please inform us of any change in delivery location or address during your therapy to ensure accurate and timely delivery.



### **Change of Address**

Please let your designated Patient Support Specialist or our delivery coordinator know if you change your address, phone number, or delivery preference.

### **Package Receipt**

You or someone you designate will need to sign for your delivery if required by your insurance provider, manufacturer, or there is an excessive cost for the medication (unless waived by patient). This can be accomplished in one of 2 ways:

- 1)** Accepting and signing for the package at the time of delivery with the courier. If no one will be available, call us to arrange a different time or location.
- 2)** If you live in a safe area and have a location protected from the elements for the courier to leave the package, you can allow the pharmacy to leave the package without requesting a signature to be obtained by the courier at time of delivery. You will then have to sign the enclosed delivery ticket in the package and return the signed document to the pharmacy.

### **Remote Area Deliveries**

In remote areas, deliveries may be made as late as 7:30pm. Saturday delivery may not be available. Please check your delivery time with your designated Patient Support Specialist or delivery coordinator when discussing and arranging your medication delivery. We can arrange a different delivery time or place, if necessary.

### **Late or Missing Deliveries**

If you do not receive a package when scheduled, please call BioMatrix as soon as possible at the phone number listed on the contact sheet included in this packet. Please call us as soon as possible to avoid missing a dose of your medication.

### **Handling Delivery Problems**

If you have a problem with your delivery, please follow these guidelines. If you have a delivery problem not listed below, please contact the BioMatrix pharmacy at the number listed in this packet immediately.

- **Damaged Goods:** Call the BioMatrix pharmacy listed in this packet immediately. We will replace any damaged items immediately.
- **Incomplete Delivery:** Make a list of the missing items, and call the BioMatrix pharmacy listed in this packet immediately.
- **Wrong Supplies:** Contact the BioMatrix pharmacy listed in this packet as soon as you find the error. You will be instructed as to how an exchange will be made. Keep these items away from your regular supplies to avoid confusion and a mistake.

### **Medication and Supply Returns—see Section 15: Returned Goods Policy**

We will work with you to ensure you receive an appropriate number of supplies for your therapy. If you have medications and supplies left after you have completed your treatment, please call the pharmacy for further direction.



## Section 5: Infusion Therapy Overview

There are two components to your therapy: pharmacy and nursing. BioMatrix provides pharmacy services and may provide your nursing services, as well. Some patients will have nursing services provided by another organization. In either case, our pharmacists and nurses will coordinate services to bring you optimal care.

Our goal is to provide service, support, and supplies necessary to achieve the most effective course of treatment for each patient, while allowing the patient to maintain their lifestyle and independence.

Our home infusion services include specialty medications, an infusion pump if required, and the supplies needed to administer the therapy.

Our pharmacist will contact you after you begin receiving your therapy. The pharmacist will provide additional medication counseling and answer any questions you may have about your medication.

### Pharmacy | Infusion Therapy Team

Our home infusion therapy team includes your prescriber, a pharmacist, a nurse, and a Patient Support Specialist. The team works together to ensure safe delivery and maintenance of your medications and equipment. They may also work with a home health agency, your prescriber's office, or out-patient infusion center at a local hospital to ensure your care needs are met.

### Infusion Medication Administration

Medications can be delivered through an IV catheter that will remain in your body for a while. Your prescriber will determine which device is best for you. This can be a peripheral catheter, central venous catheter, peripherally inserted central catheter (PICC), or implanted port.

In some cases, your medication may be administered through a subcutaneous catheter, which is not in a vein, but is inserted beneath your skin or intramuscular administration, which is an injection into a large muscle.

Our goal is to ensure you receive the correct amount of your prescribed medication safely. It is important for you to take your medication exactly as prescribed.

While receiving your medication, you will be instructed to look for signs of trouble with your administration site. This may include redness, swelling, pain or drainage around the site. Please check daily for any of these signs and report to your nurse and/or prescribers as soon as possible.



## Section 6: Plan of Care, Treatment, and Services

Our goal-oriented plan of care is customized to meet your needs. We involve you, your caregiver or designee, key professionals, and other staff members in developing your individualized plan for care, treatment, and services. Your plan is based upon identified problems, needs and goals, prescriber orders for medications, treatments and care, your environment, and your personal wishes whenever possible. The plan is designed to increase your ability to care for yourself.

### **Your plan includes but is not limited to the following:**

- Complete patient assessment by experienced healthcare clinicians prior to treatment
- Treatment goals and plan of care for optimal clinical outcomes
- Routine patient monitoring with feedback to the attending prescriber
- Prompt, professional delivery of medication and supplies

The plan is reviewed and updated as needed, based on your changing needs. We encourage participation from you, your caregiver, or family member in the planning and revision of your medical treatment and plan of care. Therefore, please keep us informed of your status or any changes in your therapy.

On admission and at discharge, you and an agency representative will create a list of your current medications (including any over-the-counter medications, herbal remedies, and vitamins). We will compare this list to the medications ordered by your prescriber. Our staff will continue to compare the list to the medications ordered, administered, or dispensed to you while under our care. This will be done to resolve any discrepancies (such as omissions, duplications, contraindications, unclear information, potential interactions, and changes).

You have the right to refuse any medication or treatment procedure; however, such refusal may require us to obtain a written statement releasing the agency from all responsibility resulting from such action. Should this happen, we would encourage you to discuss the matter with your prescriber for advice and guidance.

We fully recognize your right to dignity and individuality, including privacy in your treatment and in the care of your personal needs. We will notify you if another person is present for your visit for reasons of safety, education or supervision.

We do not participate in any experimental research connected with patient care except under the direction of your prescriber and with your written consent. There must be a willing, able, and available caregiver to be responsible for your care between our visits. This person can be you, a family member, a friend, or a paid caregiver.

### **Disclosure of Medical Clinical Records**

Your medical record is maintained by our staff to document prescriber orders, assessments, progress notes and treatments. Your records are kept strictly confidential by our staff and are protected against loss, destruction, tampering or unauthorized use. Our Notice of Privacy Practices describes how your protected health information may be used by us or disclosed to others and how you may have access to this information.



### **Discharge, Transfer, and Referral**

Discharge, transfer, or referral from this organization may result from several types of situations including the following:

- You move outside of our geographical service area
- Treatment goals are achieved
- The level of care you need changes
- Change in insurance or insurance coverage
- Agency resources are no longer adequate to meet your needs
- Situations may develop affecting your welfare or the safety of our staff
- Failure to follow the attending prescriber's orders
- Your prescriber discontinues the order for care
- You decline the care or request to discontinue care
- Nonpayment of charges
- Failure to meet Medicare and other insurance coverage guidelines

You will be given advance notice of a transfer to another agency or discharge, except in case of emergency. If you are referred, transferred, or discharged to another organization, we will provide them with a list of your current medications and information necessary for your continued care, including pain management. All transfers or discharges will be documented in the patient chart. When a discharge occurs, an assessment will be done. You will receive an updated list of your current medications along with any instructions needed for ongoing care or treatment. We will coordinate your referral to available community resources as needed.



## Section 7: Storage and Handling of Medications and Solutions

It is especially important to store medications as directed on their labels. Check each item for storage requirements. Follow these steps for safe storage and handling of your medications and solutions:

- Set aside a separate area in your home for storing your supplies, close to your work area
- The area must not freeze and should remain at room temperature
- Store supplies where there is no possibility of getting wet
- Store items in a designated space away from other items, out of the reach of children and pets
- Some of your supplies may need refrigeration. If so, store them in a separate area in your refrigerator
- If available, use a thermometer to check the temperature of the refrigerator
- All supplies should remain in the original packaging until used
- Remove the doses from the refrigerator at least 60 minutes prior to administration, or as directed by your nurse or pharmacist
- Frozen medications should be thawed at room temperature. Never thaw a frozen medication by placing it in water, near heat, or in the microwave. Once thawed, follow the label on the directions
- **NOTE:** During Summer months, room temperature products may ship with an ice pack at the bottom to keep the medication from becoming too hot. You can discard the ice pack.
- **NOTE:** For refrigerated products, it is useful to save the foam boxes and ice packs in case you lose electrical power. Keep ice packs frozen

### Appropriate Temperatures

- Room Temperature: 59°F - 86°F or 15°C - 30°C
- Refrigerated Temperature: 36°F - 46°F or 2°C - 8°C
- Frozen Temperature: -4°F - 15°F or -10°C - -20°C

### Remember, do not use the medication if:

- Any visible signs of contamination such as leaks, cracks, or chips
- Any discoloration, particles, or specks appear in the solution
- There is any cloudiness that does not disappear with gentle mixing of the solution
- The label on the bag does not have your name on it
- The label on the bag has a different drug or dose

**PAY ATTENTION TO THE EXPIRATION DATE ON YOUR MEDICATION LABELS MAKE SURE YOU USE ALL MEDICATION ON A FIRST-IN, FIRST-OUT BASIS**



## Section 8: General and Medical Waste

### General Patient Waste

Items used for administration of chemotherapy must be put into a Sharps container. Waste that will not need to be disposed of in a Sharps container may include shipping boxes, used paper towels related to therapy, unused or unopened medications, items soiled with blood or body fluids, wrappers, used IV tubing, and used medication bags. Remember:

- Items soiled with blood or body fluids should only be handled after putting on gloves.
- Place items in a plastic bag that is tied shut or closed, then placed in the household trash.
- Clean area using a cleaning solution of household bleach and water (one cup of bleach to 10 cups water).

Most drugs can be thrown in the household trash, but you should take certain precautions before disposing of them. You may access <https://www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines> or take advantage of community take-back programs that allow the public to bring unused drugs to a central location for proper disposal.

Contact the pharmacist at any time if you have a question regarding disposal/storage of your medications.

### Sharps and Waste Disposal

To safely dispose of your used needles, IV catheters, cannulas, lancets, syringes, and other small quantities of biohazard waste, please use a Sharps container or follow local regulations regarding sharps disposal. When your Sharps container is full or no longer needed, see <https://safeneedledisposal.org/> or follow local guidelines for disposal.

#### To ensure your safety, take the following precautions:

- Keep container close by when using syringes and needles
- Put used needle or syringe point first into container
- Do not put any liquids into container
- Never reach into the container or attempt to push down the contents of the container
- Keep the container out of reach of children and pets
- Once container is  $\frac{3}{4}$  full or no longer needed, close the lid and place inside the plastic bag
- Follow local guidelines for disposal

#### **DO NOT THROW YOUR SHARPS CONTAINER AWAY WITH THE NORMAL TRASH!**

If you have any questions about sharps or hazardous medication disposal, please contact BioMatrix.



## Section 9: Equipment Information

### Equipment

During your therapy, you may be using certain equipment to infuse your medications and solutions. These items are expensive, and you will be held responsible for the equipment throughout your therapy.

#### **Please use the following guidelines to ensure the equipment functions properly:**

- Manufacturer's instructions are followed for proper operation of infusion equipment
- Adequate electrical power is available for infusion equipment such as infusion pumps and other equipment, as appropriate
- Equipment batteries are checked regularly by a qualified support person
- Electrically-powered infusion pumps and life-sustaining electrical equipment are equipped with battery packs
- Pumps and battery packs should always be kept charged. If you experience a power failure, please contact our on-call personnel or the home health agency for further instruction
- If you have no electricity, you may be instructed how to use a gravity drop-counting method of infusing fluids. Your pharmacy will give you an emergency gravity feed plan, if approved for your therapy by your doctor
- An alternative infusion device may be chosen for your infusion therapy. These elastomeric devices are intended for one-time use only and may be discarded after use

### Equipment Pick Up

When your therapy ends, arrangements will be made to pick up our equipment. If a nurse is scheduled to see you, the nurse may pick up the equipment then. Please do not deliver your equipment to the hospital and/or prescriber's office.

We will contact you by phone to schedule equipment pick up. If for some reason we are unable to contact you by phone, you will receive a letter notifying you of your responsibilities, the financial cost of unreturned equipment, and how to contact us to arrange for a pick up of the equipment to avoid unnecessary charges. If there is no response to our letter within 14 days, you will receive a bill for all unreturned equipment.





## **Medicare DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics, and Supplies) Supplier Standards**

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must comply 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 nonprocurement 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, 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 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 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 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.

#### **MEDICARE DMEPOS SUPPLIER STANDARDS**

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary:

*The products and/or services provided to you by BioMatrix are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at <http://www.ecfr.gov>. Upon request we will furnish you a written copy of the standards.*



## **Section 10: Patient Satisfaction**

At BioMatrix you are particularly important to us. If something is unclear to you regarding your care or our services, please ask questions. At intervals we will be sending you a Patient Satisfaction Survey. Your answers help us to improve the service we provide and ensure we meet your expectations and needs.

Please make sure you complete and return the Patient Satisfaction Survey, which may be mailed or emailed to you, included in your medication shipment, or taken verbally.

### **Customer Service Compliments**

We at BioMatrix welcome you, your caregiver, and your family members to contact us when you have compliments. All compliments will be communicated with the staff that directly provides your care. Should you have a concern or complaint, please be assured that this matter will be handled in a timely and confidential manner.

To prevent problems, the best tool is open communication with your direct caregivers and other agency staff.

Develop and maintain good relationships with the nurses, pharmacists and others who are providing you with services. Do not hesitate to ask questions.

Bring issues to the attention of the staff as soon as they arise.



## Section 11: Complaints & Grievances

You or a family member may lodge a complaint or grievance without concern for reprisal, discrimination, or unreasonable interruption of service.

- A.** The Pharmacy is available to facilitate receipt of patient complaints or grievances and shall handle patient comments as follows:
1. The patient may call, write, or present in person a complaint or grievance to the pharmacy utilizing the information on the accompanying location sheet. Most complaints and grievances can be resolved at the local pharmacy level.
  2. Within 5 calendar days of receiving your complaint, we will notify you by telephone, email, fax, or written letter that we have received your complaint. You will receive the results of our investigation in writing within 14 calendar days.
  3. You may also contact the State Board of Pharmacy in the state you reside to report a complaint by accessing the appropriate state board phone number through the National Association of Boards of Pharmacy (NABP) website: <https://nabp.pharmacy/boards-of-pharmacy/>, and selecting appropriate state.
  4. You may also contact the accreditation organization(s) who will document and investigate all complaints and allegations received against the currently accredited pharmacy location. To contact the accreditation organization, refer to the accompanying pharmacy location sheet for accrediting body contact information.
- B.** Patient or representative may prefer to bring a complaint or grievance directly to the Corporate Office for resolution.
1. A patient may call, write, or present in person to the BioMatrix Corporate office with a complaint or grievance.
  2. All compliments, concerns, or complaints can be submitted in writing to the BioMatrix Specialty Pharmacy Compliance Officer at 855 SW 78th Ave, Suite C200, Plantation, FL 33324. You may also call the ethics and compliance hotline at (844) 599-8791.



## Section 12: Making Your Own Choices—A Patient Guide to Advance Directives

This guide is to help you learn how you can make your own choices about health care. You have the right to make choices about your health care. The Patient Self Determination Act of 1990 states that most hospitals must tell you about “Advance Directives.”

### **This guide gives you some facts about advance directives. It will explain:**

- What advance directives are
- How you make advance directives
- Why advance directives are important
- What to include in your advance directives

### **What Are Advance Directives?**

If you are ever unable to make your own health care choices or to communicate what you want to do, other people will have to make choices for you. Advance Directives are a way to let your family, friends, and health care providers know your wishes to receive (or not to receive) medical care and treatment. An advance directive protects your right to make your own choices. It gives you the power to control your own care.

### **Making Your Advance Directive**

To make sure that your family, friends, and health care providers understand your choices, it is important to have your advance directives in writing. There are two common types of advance directives. One type is called a “living will.” The second type is called a “durable power of attorney for health care.” Both are legal pieces of paper that allow you to state your wishes in writing.

**Living Will:** This explains your wishes about health care and treatments. It is used only if you become terminally ill, if you are in an accident and have permanent brain damage, or if you are in a permanent coma.

**Durable Power of Attorney for Health Care:** This names another person to make choices for you if you cannot make choices for yourself. This person is called your “agent” or your “proxy.” It is a good idea to name a second person to make decisions for you in case your first choice is not available for some reason. Your agent should be someone whom you know and trust. It is particularly important to talk about your feelings and choices about health care and treatment with your agent. To make sure your choices are clearly known, it is best to write them down. It is helpful to be as clear as possible so that your agent(s) understand what you would want. Any advance directive can be changed or canceled by you at any time.

### **Advance Directive Checklist:**

- Sign your name and put the date on the advance directive. It is best to do this in front of a notary public
- Give a copy of your advance directive to your doctor to put it in your medical file
- Give a copy of your advance directive to each of the people you have asked to be your agent(s)
- Put a card in your wallet that says you have an advance directive (and where to find it)
- Review your advance directive often. Make sure it expresses your wishes clearly



### **Why Advance Directives Are Important**

The purpose of an advance directive is to help other people make choices for you if you cannot make your own choices. You want them to make the same choices that you would make. Your advance directive guides other people to follow your wishes. Prepare advance directives while you can make your own health care choices.

**YOU ARE NEVER TOO YOUNG OR TOO HEALTHY TO HAVE AN ADVANCE DIRECTIVE. A TIME MAY COME WHEN AN ACCIDENT OR ILLNESS, WILL KEEP YOU FROM BEING ABLE TO MAKE OR COMMUNICATE YOUR OWN HEALTH CARE CHOICES.**

### **Examples of when you may not be able to decide for yourself would be if you are:**

- Permanently unconscious: This means there is no chance that you will become conscious (in permanent coma)
- Irreversible brain damage: This can affect your ability to think or communicate
- Brain dead: This means all brain functions have stopped permanently and will not return

### **What to Include in Your Advance Directive**

What you choose to write in your advance directive depends on things that are most important to you. These things are your beliefs and values.

### **The beliefs and values that may influence your health care choices may include what you think or feel about:**

- Being independent and having control
- Making your own decisions
- Pain and suffering
- Being with your loved ones at death
- What makes you happy and sad
- Where you live
- Your religious background and beliefs
- Your finances
- Your health care providers
- Your health care relationships
- Prolonging life
- Donating parts of your body

### **What Are Your Choices?**

Before you make an advance directive, it is important to think about what you might feel if you were near death. It is helpful to express your feelings about having or not having certain forms of medical treatment.

### **Some of the medical treatments that you may have to make choices about are:**

- Life sustaining treatment/extraordinary care: This is any treatment that keeps you alive longer and delays death
- Cardiopulmonary resuscitation (CPR): This is a method that will attempt to restore stopped breathing and/or heart
- Code: This means calling a special team of doctors and nurses to start CPR when your heart stops beating, or you stop breathing
- Do not resuscitate (DNR) "no code": This is a doctor's order that lets other staff know that you do not want to receive CPR
- Intravenous (IV) therapy: This is when thin tubes are put in your vein to give you food, water, and/or medicine



- Feeding tubes: This is when tubes are put in your mouth, nose, or stomach to give you liquid food if you cannot eat normally
- Respiratory or ventilator: This is a machine that breathes for you or helps you breathe. A tube is put in through your mouth, nose, or a hole in your neck. This tube goes into your lungs and is attached to the machine
- Dialysis: This means using a machine to remove waste products from your blood if your kidneys do not work correctly

An advance directive lets you make choices about future medical care and treatments under various circumstances. You can ask your doctor or nurse to help explain the pros and cons of the different types of medical treatments. If you make choices while you are able, your wishes about the end of your life will be honored.

### **Sharing Your Beliefs**

Talk about your beliefs and values with the people who may have to make choices for you in the future. It is hard to think about many of these issues. But, if you talk about your wishes when you are able, the people who will have to make difficult choices for you will feel relieved that they know what you would have chosen. Even if you do not know exactly how you feel about certain types of treatments, share your feelings with your family, friends, doctor, nurse, or spiritual leader.

### **REMEMBER, ADVANCE DIRECTIVES LETS YOU MAKE YOUR OWN CHOICES**

#### **For More Information**

Laws for advance directives are different in each state. Sample forms and more information is available from a hospital, home health service, hospice, lawyer, or your state medical society.

Legal Hotline for Older Americans  
429 4th Avenue, Suite 1706  
Pittsburgh, PA 15219  
(800) 262-5297

Choice in Dying  
200 Varick Street  
New York, NY 10014  
(212) 366-5540

Legal Counsel for the Elderly  
(Associated with AARP)  
601 E. Street NW  
Washington, D.C. 20049  
(202) 434-2120



## Section 13: Infection Control Guidelines

Stay clean and use good hygiene to help stop the spread of infection. Items used in healthcare, such as bandages or gloves, can spread infection and harm the environment. They can harm trash handlers, family members and others who touch them if they are not disposed of properly. Be careful when you handle them.

Some illnesses and treatments (such as chemotherapy, dialysis, AIDS, diabetes, and burns) can make people more at risk for infection. Your nurse will tell you how to use protective clothing (such as gowns or gloves) if you need it. Please tell your doctor or a homecare staff member if you notice any of the following signs and symptoms of infection:

- Pain, tenderness, redness, or swelling
- Inflamed skin, rash, sores, or ulcers
- Pain when urinating
- Confusion
- Nausea, vomiting, or diarrhea
- Fever or chills
- Sore throat or cough
- Increased tiredness or weakness
- Green or yellow pus

### Wash Your Hands

Wash your hands frequently and correctly, even if you wear gloves. It is the single most important step in controlling the spread of infection.

#### Always wash hands before:

- Tending to a sick person
- Treating a cut or wound
- Touching or eating food

#### Always wash hands after:

- Tending to a sick person
- Treating a cut or wound
- Using the bathroom
- Touching animals or their waste
- Touching garbage
- Changing diapers
- Coughing, sneezing, or blowing your nose

If you have visibly dirty hands, or they are contaminated or soiled in any way, wash them with soap (liquid soap is best) and warm running water. Remove jewelry, apply soap, wet your hands, and rub them together for at least 20 seconds. Wash all surfaces, including wrists, palms, back of your hands, between fingers, and under nails. Rinse off the soap and dry your hands with a clean towel that has not been shared. If one is not available, air-dry your hands. Use a towel to turn off the faucet. If you used paper towels, throw them in the trash. To avoid dry or chapped hands, pat them dry and use lotion after washing.

If you do not have visibly dirty hands, use an alcohol-based hand rub to clean them. Use a rub with 60 to 90% ethyl or isopropyl alcohol. Open the cap or spout and apply a dime-sized amount (or the amount recommended on the label) in one palm, then rub hands vigorously, covering all surfaces of the hands and fingers, until they are dry.





### **Cover Your Cough**

Cover your mouth and nose with a tissue when you cough or sneeze. If you do not have a tissue, cover your mouth with your upper sleeve, not your hands. Throw your used tissue in the trash. You may be asked to wear a mask to protect others.

### **Disposable Items and Equipment**

Some items that are not sharp: paper cups, tissues, dressings, bandages, plastic equipment, catheters, diapers, Chux, plastic tubing, gloves, etc. Store these in a clean, dry area. Throw away used items in waterproof (plastic) bags. Fasten the bags securely and throw them in the trash.

### **Non-Disposable Items and Equipment**

Some items that are not thrown away: dirty laundry, dishes, thermometers, toilets, walkers, wheelchairs, bath seats, suction machines, oxygen equipment, mattresses, etc. Wash dirty laundry separately in hot, soapy water. Handle it as little as possible so you do not spread germs. If the patient has a virus, add a mix of 1 part bleach and 10 parts water to the load. Clean equipment as soon as you use it. Wash small items (not thermometers) in hot, soapy water, then rinse and dry them with clean towels. Wipe thermometers with alcohol before and after each use. Store them in a clean, dry place. Wipe off equipment with a normal disinfectant or bleach mix. Follow the cleaning instructions that came with the item and ask your nurse or therapist if you have questions. Clean their containers with hot, soapy water, then rinse them with boiling water and let them dry.

### **Body Fluid Spills**

Patients and family members who care for patients receiving home intravenous therapies should be careful when handling blood and body fluids. Examples of body fluids are:

- Saliva
- Semen
- Sputum
- Vomit
- Blood
- Mucus
- Stool
- Urine
- Vaginal secretions
- Blood specimens
- Draining skin lesions
- Wound drainage

Put on gloves and wipe the fluid with paper towels. Use a solution of 1 part bleach to 10 parts water to wipe the area again. Double bag used paper towels and throw them in the trash.

### **Chemotherapy Spills**

Patients receiving certain kinds of medications will receive a Chemo Spill Kit for use in clean-up of any spills associated with those medications. It is important to carefully follow the directions contained in this spill kit. Please notify one of our professional staff members of any chemotherapy spills as soon as they occur for further instructions.

### **Preparing Your Work Area**

Germs can be found in all areas of your home. Germs can also be found in the air and on your skin, especially your hands. Most of the germs that live in the air or on your skin will not hurt you. Some germs, if allowed to enter the bloodstream, could cause an infection or serious illness. A few ways a germ could enter your bloodstream include a cut or opening in the skin, your IV catheter exit site and the opening at the end of your IV catheter. It is important to use only sterile supplies when touching these openings and caring for your IV catheter.



All supplies used for your home therapy should be in sealed packages to prevent contamination. Needles and the end of the tubing will have protective covers which will keep them sterile when handling your supplies.

**The following steps will help you learn techniques to prevent contamination of sterile solutions and supplies. You should not allow a sterile item to touch a non-sterile item or surface. If this happens, new sterile supplies should be used.**

**Wash your hands:**

Although your hands may look clean, it is always important to wash your hands to remove invisible germs. Always wash hands before gathering supplies and before beginning preparation of the medication for administration.

**Selecting your work area:**

1. Select an area in your home that is free from drafts, visible dirt, dust, and clutter
2. Select a smooth table, countertop or tray that can be cleaned with rubbing alcohol
3. Select an area that has enough space and good light in which to work
4. Select an area that is close to all your supplies

**Preparing your work area:**

1. Pour a small amount of rubbing alcohol onto your work area
2. Wipe dry with a clean cloth or paper towel
3. Your work area has now been prepared for your supplies. If you contaminate your work area during use, re-clean with rubbing alcohol and a clean cloth or paper towel



## Section 14: Emergency Preparedness, Safety, and Travel

### Emergency Preparedness Plan

In the case of inclement weather, our managers will monitor weather forecasts and plan accordingly. Every effort will be made to ensure that you have adequate medication, supplies and nursing care prior to snow, ice, flooding or other weather-related events. BioMatrix has an emergency plan to continue all necessary services in the event of environmental disaster, emergency, or weather-related event. Every effort will be made to ensure that your medical needs are met, on a prioritized basis.

In the event of an emergency/disaster and you have not been contacted, call the pharmacy number located on the contact sheet contained in the folder along with this booklet. If no one is available, calls will be automatically sent to an answering service, and the appropriate clinician will be contacted.

### Please take time to review the following for more information on emergency preparedness/disaster planning:

- If you are unable to reach our clinical staff and you need medical care, you should call 9-1-1 or proceed to the nearest medical facility
- If you are safe and not in need of medical care, please keep updated on current conditions with local radio and/or TV stations
- If you evacuate to another location, hospital, or emergency shelter, please notify our office when you are able
- If possible, have an emergency generator available. Follow the manufacturer's instructions for testing and usage
- If you need replacement medication/supplies, contact the pharmacy. Our staff will obtain the necessary prescription(s) and overrides. Emergency deliveries can be made to an alternate address.

### Power Outage

If you need help in a power outage and our phone lines are down:

- Call 9-1-1 or go to the emergency room if you have an emergency
- Call your closest relative or neighbor if it is not an emergency

### Lightning

#### If you are inside:

- Avoid tubs, faucets and sinks because metal pipes conduct electricity
- Stay away from windows
- Avoid using phones with cords except in emergencies

#### If you are outside:

- Avoid natural lightning rods such as tall trees in open areas
- Stay away from anything metal



## **Flood**

Be aware of flood hazards, especially if you live in a low-lying area, near water or downstream from a dam. Flooding can take days to happen, but flash floods produce raging waters in minutes. Six inches of moving water can knock you off your feet. Avoid moving water if you must walk in a flooded area. Use a stick to test if the ground is firm enough to walk on. Be ready to evacuate if a flood watch is issued. Move important items upstairs. Fill a clean bathtub with water in case water becomes contaminated or is shut off. Turn off your utilities at the main valves if you are instructed to do so. Do not touch electrical equipment if you are wet or standing in water.

## **Tornado**

As soon as a tornado is sighted, go to the lowest floor, and find an interior room. Good shelters are basements, rooms and halls with no outside walls, bathtubs, and spaces under stairs. Many public buildings have designated shelter areas. Stay away from windows, doors, and outside walls. Get under a sturdy item, such as a table, and protect your head. Stay until the danger passes. If the patient is bedbound, move the bed as far from the windows as you can. Use heavy blankets or pillows to protect the head and face. If you are in a vehicle, trailer, or mobile home, get out immediately and go to a sturdy structure. If there is not one close by, lie flat in the nearest ditch and cover your head. Do not try to out-drive a tornado. They are erratic and move swiftly.

## **Hot Weather**

There is a higher risk for heat-related illness in the summer.

### **When it is hot out:**

- Never leave anyone sitting in a closed, parked car
- Drink lots of water even if you are not thirsty. Avoid alcohol and caffeine
- Eat small, frequent meals
- Stay inside and out of the sun. Stay on the lowest floor, pulling shades over the windows and use fans if you do not have air conditioning
- Mist or sponge yourself frequently with cool water
- Use sunscreen
- Wear hats and clothes that are loose and lightweight. Clothes with light colors will deflect the sun's energy
- Talk to your doctor about how sun and heat exposure will affect you if you take drugs such as diuretics or antihistamines
- Move to a cool place at the first sign of heat illness (dizziness, nausea, headache, cramps). Rest and slowly drink a cool beverage. Seek medical attention immediately if you do not feel better

## **Winter Storm**

Heavy snowfall and extreme cold can immobilize a region, resulting in isolation. Icy and/or blocked roads and downed power lines can happen any time it is cold or snowy. Wear layers of loose, lightweight, warm clothes, rather than one heavy layer. Wear hats and outer layers that are tightly woven and water repellent. Mittens will keep your hands warmer than gloves.

## **Emergency Kit for the Home**

Severe weather can be dangerous, so be prepared.



**Keep a kit with these items in case you have a weather emergency:**

- Battery-powered radio
- Lamps and flashlights
- Extra batteries
- Food you do not have to cook
- Manual can opener
- Utensils, cups, and plates
- Medications
- Extra blankets
- Water in clean milk or soda bottles
- Rock salt or sand for walkways
- Extra fuel
- Shelter Supplies

**The following is a list of what to bring to a shelter during an evacuation:**

- Two-week supply of medications
- Medical supplies and oxygen
- Wheelchair, walker, cane, etc
- Specialty dietary foods/can opener
- Air mattress/cot and bedding
- Lightweight folding chair
- Extra clothing, hygiene items, glasses
- Important papers
- Valid ID with current name and address
- Home care folder

Most shelters have electric power from a generator. If you evacuate to a shelter, bring your electrical devices (such as an oxygen concentrator).

**Emergency Preparedness and Pets**

When disaster strikes, the same rules that apply to people apply to pets – if it is not safe for you, it is not safe for them. Planning can make all the difference in whether your pet will survive a disaster.

**ID your pet:** Consider having your pet microchipped. Make sure your pet is wearing a securely-fastened collar with up-to-date identification. Put your cell phone number on your pet’s tag. Birds should be caged with identification attached to the cage.

**Put together a disaster kit for your pet:** Food and water for at least five days for each pet, bowls, manual can opener, medications and medical records including vaccination schedules, leashes, harnesses and carriers, cat litter box, litter and scoop, paper towels and garbage bags to collect your pet’s waste, current photos of you with your pets to help others identify them in case you and your pets become separated, written information about feeding schedules, medical conditions and behavior issues. Plan to take your pets with you in an evacuation. If it is not safe for you to stay, it is not safe for them either.

**Find a pet-friendly refuge ahead of time—except service animals, pets are not allowed in public shelters:** Make sure you know the hotels that will accept you and your pets in an emergency and prepare a list with phone numbers. Call ahead for reservations if you know you may need to evacuate. Ask if no-pet policies could be waived in an emergency. Identify friends, boarding facilities, animal shelters or veterinarians that can care for your animals in an emergency. Although your animals may be more comfortable together, be prepared to house them separately.

**Home Safety**

All patients need to take special precautions to ensure a safe living environment. Most accidents in the home can be prevented by eliminating hazards. This list will help you find potential hazards in your home. Take note of each statement that you need to work on to make your home safer. Please speak with your nurse/ therapist or call the agency at any time if you have any concerns or questions about patient safety.



## **Preventing Falls**

At least half of all falls happen at home. Each year, thousands of older Americans experience falls that result in serious injuries, disability and even death. Falls are often due to hazards that are easily overlooked but easy to fix. Review the list of risk factors below that could apply to you and your home. The more factors that apply to you, the higher your risk for falling.

### **Risk Factor Self Assessment:**

- History of Falling – 2 or more falls in the last 6 months
- Vision Loss – changes in ability to detect and discriminate objects; decline in depth perception; decreased ability to recover from a sudden exposure to bright light or glare
- Hearing Loss – may not be as quickly aware of a potentially hazardous situation
- Foot Pain / Shoe Problems – foot pain; decreased sensation/feeling; skin breakdown; ill-fitting or badly worn footwear
- Medications – taking four or more medications; single or multiple medications that may cause drowsiness, dizziness, or low blood pressure
- Balance and Gait Problems – decline in balance; decline in speed of walking; weakness in lower extremities
- High or Low Blood Pressure – may cause unsteadiness
- Hazards Inside Your Home – tripping and slipping hazards; poor lighting; bathroom safety; spills; stairs; reaching; pets that get under foot
- Hazards Outside Your Home – uneven walkways, poor lighting, gravel, or debris on sidewalks; no handrails; pets that get under foot; hazardous materials (snow, ice, water, oil) that need periodic removal and clean up

### **Review each of the following safety tips and note the ones you need to work on:**

- Keep emergency numbers in large print near each phone
- Put a phone near the floor in case you fall and cannot get up
- Wear shoes that give good support and have thin, non-slip soles. Avoid wearing slippers and athletic shoes with deep treads
- Remove things you can trip over (such as papers, books, clothes, and shoes) from stairs and places where you walk
- Keep outside walks and steps clear of snow and ice in the winter
- Remove small throw rugs or use double-sided tape to keep them from slipping
- Ask someone to move any furniture so your path around the house is clear
- Clean up spills immediately
- Be aware of where your pets are always
- Do not walk over or around cords or wires (i.e.: cords from lamps, extension cords, or telephone cords). Coil or tape cords and wires next to the wall so you cannot trip over them. Have an electrician add more outlets if needed
- Keep items used often within easy reach (about waist high) in cabinets
- Use a steady step stool with a hand bar. Never use a chair as a step stool
- Improve the lighting in your home. Replace bulbs as needed. Lamp shades or frosted bulbs can reduce glare
- Make sure stairways, halls, entrances and outside steps are well lit. Have a light switch at the top and bottom of the stairs



- Place a lamp, flashlight, and extra batteries within easy reach of your bed
- Place night lights in the bathrooms, halls, and passageways so you can see where you are walking at night
- Make sure the carpet is firmly attached to every step. If not, remove the carpet and attach non-slip rubber treads on the stairs. Paint a contrasting color on the top front edge of all steps so you can see the stairs better
- Fix loose handrails/put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs
- Fix loose or uneven steps
- Install grab bars next to your toilet and in the tub or shower
- Use non-slip mats in the bathtub and on shower floors
- Use an elevated toilet seat and/or shower stool, if needed
- Exercise regularly. Exercise makes you stronger and improves your balance and coordination. Talk to your doctor about what exercise is right for you
- Have your nurse, doctor or pharmacist look at all the medicines you take, even over-the-counter medicines. Some medicines can make you sleepy or dizzy
- Have your vision checked at least once a year by an eye doctor. Poor vision can increase your risk of falling
- Get up slowly after you sit or lie down
- Use a cane or assistive device for extra stability, if needed
- Consider wearing an alarm device that will bring help in case you fall and cannot get up

### **Fire Safety/Burn Precautions**

- Make sure the patient has easy access to a telephone and post the fire department number on every telephone. All family members and caregivers should be familiar with emergency 9-1-1 procedures
- Notify the fire department if a disabled person is in the home
- Do not smoke (including e-cigarettes) in bed or where oxygen is being used. Never leave burning cigarettes unattended
- Do not empty smoldering ashes in a trash can. Keep ashtrays away from upholstered furniture and curtains
- Install smoke detectors on every floor of your home, including the basement. Place smoke detectors near rooms where people sleep. Test smoke detectors every month to make sure they are working properly
- Install new smoke detector batteries twice a year or when you change your clocks in the spring and fall
- Fire extinguishers should be checked frequently for stability
- Make a family fire escape plan and practice it every six months. Plan at least two different escape routes from each room for each family member. If your exit is through a ground floor window, make sure it opens easily
- If you live in an apartment building, know where the exit stairs are located. Do not use an elevator during a fire emergency
- Designate a safe place in front of the house or apartment building for family members to meet after escaping a fire
- If your fire escape is cut off, remain calm, close the door, and seal cracks to hold back smoke. Signal for help at the window
- Evacuate a bedbound patient to a safe area by placing him or her on a sturdy blanket and pulling or dragging the patient out of the home



- Avoid excess clutter of newspapers, magazines, clothing, etc. These piles can become a fuel source for potential fires
- Remember, life safety is first, but if the fire is contained and small, you may be able to use your fire extinguisher until the fire department arrives
- Have your heating system checked and cleaned regularly by someone qualified to do maintenance
- Wood-burning stoves should be professionally installed. The chimney should be inspected and cleaned by a professional chimney sweep. Trash should not be burned in the stove because it could overheat. Gasoline or other flammable liquids should never be used to start wood stove fires
- Keep portable electric or kerosene heaters out of high-traffic areas. Operate them on the floor at least three feet from upholstered furniture, drapes, bedding, and other combustible materials, and turn them off when family members leave the house or go to sleep. Use kerosene heaters only in well-ventilated rooms. Store kerosene outside in a tightly sealed, labeled container
- Make sure electrical appliances and cords are clean, in good condition and not exposed to liquids
- Electrical outlets should be grounded and outlets with several plugs should not be used
- Keep cooking areas free of flammable objects (potholders, towels, etc.)
- Keep storage area above the stove free of flammable/combustible items
- Wear short or tight sleeves while cooking; do not reach over stove burner
- Do not leave the stove unattended when cooking, especially when the burner is turned to a high setting
- Turn pan handles away from burners and the edge of the stove
- Avoid cooking on high heat with oils and fat
- Puncture plastic wrap before heating foods in the microwave
- Never place hot liquids/solids at the edge of the counter
- Place layered protection between skin and heating pad
- Keep electrical appliances away from the bathtub or shower area
- Never leave patient alone in the shower/tub
- Set water heater thermostat below 120°F to prevent accidental scalding
- Store flammable liquids in properly labeled, tightly closed, non-glass containers. Store away from heaters, furnaces, water heaters, ranges, and other gas appliances. Make sure the garage is adequately ventilated

### **Medication Safety**

- Do not take medications that are prescribed for someone else
- Create a complete list of current medications (including prescription and over-the-counter medications, herbal remedies and vitamins), and keep this list with you in emergencies. Review the list for discrepancies and make changes immediately as they occur. Show the list to your doctor or pharmacist to keep from combining drugs inappropriately
- Know the name of each of your medications, why you take it, how to take it, potential side effects and what foods or other things to avoid while taking it
- Report medication allergies or side effects to your healthcare provider





- Take medications exactly as instructed. If the medication looks different than you expected, ask your healthcare provider or pharmacist about it
- Drug names can look alike or sound alike. To avoid errors, check with your healthcare provider if you have questions
- Do not use alcohol when you are taking medicine
- Do not stop or change medicines without your doctor's approval, even if you are feeling better. If you miss a dose, do not double the next dose later
- Use a chart or container system (washed egg carton or med-planner) to help you remember what kind, how much, and when to take medicine
- Take your medicine with a light on so you can read the label
- Read medicine labels (including warnings) carefully and keep medicines in their original containers
- Store medications safely in a cool, dry place according to instructions on the label of the medication
- Keep medicines away from children and confused adults
- Federal disposal guidelines for medications: Follow any specific disposal instructions on the prescription drug labeling or patient information insert. Do not flush medications down the sink or toilet unless this information specifically instructs you to do so. If your community has a pharmaceutical take-back program, take your unused drugs to them for proper disposal. If no such program is available, remove drugs from their original containers and mark out any identifying information on the original containers. Mix the drugs with an undesirable substance like coffee grounds or kitty litter. Place the mixture in a sealed bag, empty can or other container and place it and the empty, original containers in the trash

### **Hazardous Items and Poisons**

- Know how to contact your poison control
- Carefully store hazardous items in their original containers
- Do not mix products that contain chlorine or bleach with other chemicals
- Purchase insecticides for immediate need only and store excess properly
- Keep hazardous items, cleaners, and chemicals out of reach of children and confused or impaired adults
- Dispose of hazardous items and poisons only as directed

### **Medical Equipment Safety**

- Keep manufacturer's instructions with or near specialized medical equipment. Perform routine and preventative maintenance according to the instructions
- Keep phone numbers available in the home to obtain service in case of equipment problems or equipment failure
- Have back up equipment available, if indicated
- Provide adequate electrical power for medical equipment such as ventilators, oxygen concentrators or other equipment
- Test equipment alarms periodically to make sure that you can hear them
- Have equipment batteries checked regularly by a qualified service person



- Have bedside rails professionally installed and use only when necessary. Do not use bed rails as a substitute for physical protective restraint
- If bed rails are split, remove, or leave the foot end down so the patient is not trapped between the rails
- The mattress must fit the bed. Add stuffers in gaps between the rail and mattress or between the head and foot board and mattress to reduce gaps
- Register with your local utility company if you have electrically powered equipment such as oxygen or ventilator

### **Oxygen Safety**

- Use oxygen only as directed. Oxygen creates an elevated risk for fire because it causes an acceleration of flame in the presence of flammable substances and open flames
- Do not smoke around oxygen. Post “No Smoking” signs inside and outside the home
- Store oxygen cylinders away from heat and direct sunlight. Do not allow oxygen to freeze or overheat
- Keep oil/petroleum products (such as Vaseline®, oily lotions, face creams or hair dressings), grease and flammable materials away from your oxygen system. Avoid using aerosols (such as a room deodorizers) near oxygen
- Dust the oxygen cylinder with a cotton cloth and avoid draping or covering the system with any material
- Keep open flames (such as gas stoves and candles) at least 10 feet away from the oxygen source
- Always keep at least 6 inches of clearance around an oxygen concentrator. Plug it directly into a wall outlet and limit the use of extension cords
- Have electrical equipment properly grounded and avoid operating electrical appliances such as razors and hairdryers while using oxygen. Keep any electrical equipment (including e-cigarettes) that may spark at least 10 feet from the oxygen system
- Use 100% cotton bed linens and clothing to prevent sparks and static electricity
- Place oxygen cylinders in an appropriate stand to prevent tipping or secured to the wall or placed on their side on the floor
- Store in a well-ventilated area and not under outside porches or decks or in the trunk of a car
- Have a backup portable oxygen cylinder in case of a power or oxygen concentrator failure
- Alert property management of oxygen use when living in a multi-dwelling residence

### **Patient Travel Assistance**

One of the benefits of home infusion therapy is the increased mobility and freedom you gain as a patient. This includes the ability to travel away from home, either on business or for a vacation. If you are traveling away from your home, our company can help in arranging for your medical needs. We can arrange services on your behalf with a healthcare company at your destination. Please allow at least two weeks advance notification before your departure date so that we can make appropriate arrangements. Early planning and careful preparation are the keys to a safe and enjoyable trip. We encourage you to be actively involved in your travel arrangements. Thank you for your cooperation in this matter and for helping us to help you.



## Section 15: Returned Goods Policy

BioMatrix policies and governing state law prohibits the restocking and subsequent reselling of any returned goods to include specialty drugs, ancillary medicines, and supplies. At BioMatrix, we carefully follow your prescription for specialty medications. In most cases you will be unable to return or exchange your medications and supplies once they have been delivered to you unless the medication is recalled or defective in some way. You will be notified by us if your medication is recalled. You will be given instructions on what to do. Please be sure to keep us informed about the exact amount of medication and supplies that you have on hand when you are scheduling your next refill/delivery. In addition, we are unable to give you credit for medications that go unused. It is critical that you communicate continuously with us and follow the medication regimen designed and prescribed for you by your prescriber to maximize effectiveness and minimize waste. Credit will be applied to your account only if: a shipment was made without the customer's authorization or order; incorrect items were shipped; or if defective items were shipped.

The practice of reselling returned medical goods is illegal in most states. The U.S. Food and Drug Administration (FDA) "generally discourages the reuse of drugs that leave the control of the pharmacy." "A pharmacist should not return drug products to his stock once they have been out of his possession. It could be a dangerous practice for pharmacists to accept and return to stock the unused portions of prescriptions that are returned by patrons, because he would no longer have any assurance of the strength, quality, purity, or identity of the articles."

In the event you find that you have medical products or supplies you will not use, contact your BioMatrix representative who can provide information on charities who may accept donated medication or supplies.



## Section 16: Important Phone Numbers and Community Resources

**Police**.....911  
**Ambulance**.....911  
**Fire**.....911  
**Local Hospital** \_\_\_\_\_  
**Local Doctor** \_\_\_\_\_  
**Local Pharmacy** \_\_\_\_\_

**Poison Control**.....(800) 222-1222  
**BioMatrix**.....(877) 337-3002  
**My Electric Company** \_\_\_\_\_  
**My Phone Company** \_\_\_\_\_  
**My Water Company** \_\_\_\_\_  
**My Nursing Agency** \_\_\_\_\_

### Other Important Resources

**American Red Cross**.....(800) 733-2767  
**Elder Abuse (NCEA)**.....(800) 677-1116  
**Domestic Violence**.....(800) 799-7233  
**FDA**.....(800) 216-7331  
**Hearing Impaired**.....(800) 852-7897  
**Spanish**.....(800) 676-4290

**Center for Disease Control**.....(800) 232-4636  
**Child Abuse**.....(800) 422-4453  
**Alliance of Mental Health**.....(800) 950-6264  
**Suicide Prevention**.....(800) 273-8255  
**TTY**.....(800) 852-7899  
**NJ Relay**.....[www.njrelay.com](http://www.njrelay.com)