



Regional Home Infusion





Thank you for selecting **Regional Home Infusion**

As a part of Regional Health, our mission is to provide and support health care excellence in partnership with the communities we serve. Regional Home Infusion will provide medications and supplies for home infusion therapy.

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HOW TO CONTACT US:

224 Elk Street, Suite #100
Rapid City, SD 57701

(605) 755-1150

Toll Free: (844) 280-9638
(answered 24 hours a day)

Fax: (605) 755-1151

HOURS OF OPERATION:

Our business hours are
Monday through Friday
from 8 a.m. to 4:30 p.m.

We are closed on holidays
and weekends.



GOING ON VACATION?

To make it easier for you to travel, vacation delivery service can be arranged for you while you receive home infusion therapy. Just call us with the updated address, and we will have your supplies delivered to your travel destination. To schedule vacation deliveries, contact us at least one to two weeks before your planned vacation.



DELIVERY OF SUPPLIES

Your supplies may be received by in-office pickup, nurse delivery, or delivery service.

Please check your delivery for the following:

- The number of boxes delivered should match the number on the delivery receipt. If a delivery service is used, the driver will ask you to sign for the shipment.
- Check that the items in the box match the delivery receipt.
- Check for signs of damage, such as water marks, holes, dents, or leaks.
- Check the prescription label for your name.
- Check the expiration date on all medications and solutions. Do not use outdated items.



If you have problems with your delivery, please contact us and follow these guidelines:

DAMAGED PACKAGES—Write in the number of damaged boxes and damage type on the delivery receipt before signing it. Have the driver return the damaged items to us. Please call to make arrangements for a replacement.

INCOMPLETE DELIVERY—Make a list of missing items on the supply receipt and contact us.

WRONG SUPPLIES—Please call us to coordinate the return shipment of any wrong supplies. You will not be charged for any supplies you receive in error.

LATE DELIVERY—Please call us if your delivery does not arrive on time. We will contact the delivery service to find out where your shipment is and make alternate arrangements if necessary.

Each shipment will include replacement supplies. Your first shipment will include reserve supplies, such as extra flushes, dressing kit, and tubing. Please keep reserve supplies on hand in case of delays in delivery. Should you stop therapy, your therapy changes, or if your supply needs change for any reason, such as a hospital stay, please call us to make changes to your supplies.



MEDICATION SAFETY:

Safely managing your home infusion therapy is very important.

Here are some tips:

- Keep all medications and medical supplies out of the reach of children and pets. If possible, keep the supplies in a separate, locked area.
- Keep all emergency telephone numbers by your phone.
- Remember to tell our nurse or pharmacist if any of your medications change.
- Use only the supplies prescribed by your doctor. Never lend or borrow supplies from others.
- Your therapy may require the use of needles. To prevent needle sticks to yourself and/or others, all used needles and syringes should be disposed of in the safety "sharps" container provided. **DO NOT RECAP YOUR NEEDLES.**
- If you are receiving chemotherapy, all used chemotherapy agents and supplies should be disposed of in the safety containers provided.
- Keep a list of medications that you are taking with you at all times.

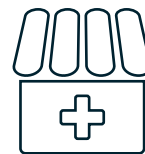


HOME SAFETY:

You can help protect yourself and/or your caregiver from injuries or accidents while you are receiving infusion therapy at home.

Here are some tips:

- If possible, keep a clear path through your home. Move objects that could trip you, like electrical cords or throw rugs. Lift only small amounts of supplies at a time. Remember to bend your knees and keep your back straight. If possible, ask for help from your family or neighbors.
- Make sure your smoke/fire detectors are in good working order.
- Ask for help when going up or down stairs.
- Bathroom safety: When necessary, ask for help to sit/stand and enter/exit from bathtub/shower. A shower chair may be beneficial to help prevent falls when bathing.
- Please call us if you have any safety questions about medical equipment or procedures for any therapy we have provided to you.



STORING SUPPLIES:

To ensure proper storage of your medication and supplies at home:

- Do not leave supplies or medications in the delivery box.
- Check each item for storage requirements. Instructions will be included on the product label or teaching sheets.
- Room temperature: 60-85 degrees Fahrenheit (supplies and some infusion/injectable medications)
- Refrigerated: 36-46 degrees Fahrenheit (most infusion/injectable medications)
- Store away from direct sunlight.
- Rotate supplies to use oldest supplies first and to ensure medications do not expire.



INFECTION CONTROL:

Any signs/symptoms of infection should immediately be reported to your doctor and may include:

- Rise in body temperature above 100 degrees Fahrenheit
- Tenderness, pain, swelling, redness, or draining around catheter site
- Rashes, spots, or other skin disorders

Cleanliness is essential when handling and administering medications in the home. Please review the following guidelines for safe practice:

- Wash hands before and after each procedure.
- Clean the work area thoroughly before use. Only place necessary supplies in the work area. Do not allow children or pets in the work area.
- Avoid contact with sterile areas of infusion supplies. If inadvertent contact occurs, discard the item.
- Select a well-lit, low traffic area away from doorways and fans. This will minimize dust particles in the air.



ROUTINE PRECAUTIONS:

To help reduce the risk of infection to you and/or your caregiver, please follow these steps:

- Change dressings and perform catheter care on schedule.
- Daily personal cleanliness is encouraged.
- Always wear gloves when handling blood or bodily fluids.
- Any caregiver with an open cut or skin condition should not care for you until the condition has cleared.
- Avoid contact with those who have colds or other infectious diseases. If your caregiver has a cold or other infectious respiratory disease, a mask should be worn.
- Caregivers should wear a protective gown, mask, and gloves when in contact with patient blood or body fluid is likely.
- Use only disposable razors for shaving.
- Thermometers should be used only by one person.
- Wash dirty dishes in detergent and hot water immediately after use.
- Wash surfaces or equipment contaminated with blood or other body fluids with a solution of detergent, water and household bleach.
- Place soiled linens in a plastic-lined laundry bag. Launder in hot water.



NATURAL DISASTERS:

If the need for emergency medical treatment should arise, please call 911 or the nearest emergency medical facility in your area. Our staff and delivery personnel do not perform CPR nor do they provide emergency medical treatment.

If you are involved in a natural disaster such as a tornado, blizzard, flood, or fire, please follow the following instructions:

- If you must leave your home, please call us to arrange for delivery of your supplies. Be ready to give us your new address and phone number where you can be reached.
- If your area is involved in a disaster and you decide to stay home, please let us know if your home can be reached by delivery truck. If not, we can help you arrange for delivery of your therapy supplies.
- If you need emergency medical care or medical supplies, go to the nearest hospital in an unaffected area.
- If you have no electricity, please contact us so we can provide extra supplies, i.e. batteries, coolers and/or ice packs, for appropriate storage and/or delivery of your home infusion therapy.
- If your water is contaminated, you and/or your caregiver can wash your hands with alcohol (rubbing alcohol or isopropyl alcohol) or hydrogen peroxide prior to performing any sterile procedures. We can also provide you with hand sanitizer that does not require water for use. Do not expose your IV catheter or catheter site to any unclean water.

Under disaster conditions, we will try to contact you. However, calling into an area which has been involved in a natural disaster can be very difficult, and telephone lines may be overwhelmed or out-of-service. Therefore, please try to call out and establish contact with us. We will then make plans based on your specific emergency needs.



WASTE DISPOSAL:

Proper waste disposal will ensure safety and provide infection control for you and others.

Please follow these guidelines for handling waste:

- Do not recap needles. All needles, syringes, and other equipment should be disposed of in a puncture-resistant safety “sharps” container.
- Tissues and soiled dressings should be discarded into a plastic-lined bag. This bag should be placed in another garbage bag.
- Blood and body wastes can be poured down the drain or flushed down the toilet.
- Surfaces or equipment which have been contaminated by blood or other bodily fluids should be washed with a solution of detergent, water and household bleach. Always wear disposable gloves and use paper towels. Discard disposable items into a plastic lined bag and then place in another garbage bag.



DISPOSAL OF UNUSED MEDICATIONS:

If your therapy has ended and you have extra medication, please contact our office. Our staff will instruct you on how to properly dispose of any medications.



SUPPLY RETURNS:

Infusion pumps will be returned to Regional Home Medical Equipment in the provided shipping container or taken to their location at 1800 North Haines Avenue, Rapid City, SD 57701. No other supplies will be accepted for credit.

PATIENT RIGHTS

As a patient, you can expect:

- Provision of care in a safe setting and freedom from all forms of abuse or harassment.
- Considerate and respectful care.
- Consideration of spiritual and cultural practices.
- Access to services and care that is medically indicated without regard to race, color, religion, sex, age, national origin, disability, or source of payment.
- Information concerning advance directives and implementation of your directive to the extent it is known, and within state laws and Hospital policies.
- Identification of hospital staff and physicians responsible for your care.
- Provision of information so you can make informed decisions about your care.
- Participation in the development and implementation of your plan of care.
- Information regarding your health status.
- Freedom from restraints that are not medically necessary.
- Personal privacy subject to the Hospital's ability to provide adequate medical and nursing care.
- Confidential treatment of your medical records and other medical information, unless otherwise required by law, unless you consent to the release of this information, or unless the disclosure is required to provide continuity of care for you.
- Measurement of pain with initiation of pain treatment if required.
- Transfer to another facility for appropriate care when medically indicated and ordered by your physician.
- Notification of a family member or your own physician at your request.
- Information regarding continuing care after discharge.
- To be informed when you are participating in experimental or investigational care or research.
- Assistance in arranging for consultation with a medical specialist at your expense if requested.
- Access to an interpreter or other communication device if needed.
- Access to your medical record within a reasonable time frame.
- To receive an itemized bill if requested.
- To be informed of the procedure for making a complaint.

PATIENT RESPONSIBILITIES

As a patient, you should:

- Provide, to the best of your ability, accurate and complete information about present and past illnesses and health information.
- Tell health care personnel if your condition changes.
- Tell health care personnel if you do not understand what you are to do to participate in your care.
- Tell health care personnel if your pain is not being controlled.
- Inform health care personnel of any refusal of treatment.
- Follow the instructions of health care personnel.
- Follow Hospital rules and procedures.
- Be considerate of other persons and Hospital personnel.
- Respect the property of others.
- Ensure the financial obligations for your health care are fulfilled as promptly as possible.





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