

A close-up photograph of a doctor's hands. One hand is gripping the red tubing of a stethoscope, while the other hand rests on the doctor's white lab coat. The background is a solid dark red.

Patient Infusion Welcome Packet

The logo for Upstate HomeCare. It features a stylized white outline of the state of New York positioned to the left of the company name.

Upstate HomeCare

Welcome

Thank you for choosing Upstate HomeCare for your infusion therapy. Our team will keep in touch on a regular basis to ensure all therapy needs are being met. Our highly qualified and compassionate nursing staff will educate you and/or your family members/caregivers how to successfully administer the therapy.

If at any time, you experience any complications such as fever, swelling, vomiting or if you have any unusual changes in your therapy, please contact your nurse.

Unless otherwise ordered by a physician, please complete the entire course of therapy.

Upstate HomeCare will deliver and/or ship the medication(s) and supplies on an agreed upon day and time. Should there be any questions, please do not hesitate to call us. Upstate representatives are available 24 hours a day, seven days a week to assist with any questions and/or concerns related to the therapy.

The health and wellbeing of you and your loved ones are of the utmost importance to us at Upstate HomeCare and we thank you for continuing to trust in us for your care.

General Information

Business Hours:

Monday to Friday: 8:30am - 5:00pm.

Upstate HomeCare provides all patients access to on-call personnel. Nurses, Pharmacists and Service Technicians are readily available 24-hours a day, seven days a week.

Contact us toll-free at 1.877.286.0800.

Additional home infusion therapy information, can be found on our website at UpstateHomeCare.com or by contacting us directly at **1.877.286.0800, ext. 6018** during business hours to speak with an Infusion Representative.

Storing Medications

Medications and supplies will be delivered by an Upstate HomeCare representative or shipped on an agreed upon date and time. Ordered medications require proper storage. Proper storage instructions can be found on the medication label. For example, Storage: room temperature, keep refrigerated or keep frozen. All other supplies should be stored at room temperature.

DO NOT warm any infusion medications using warm water or external heat, such as a microwave.

If instructed to store medication at room temperature:

Store your medication containers in a clean, cool and dark area.

If instructed to store medication in the refrigerator:

Remove one medication container from the refrigerator 1-2 hours prior to administration. Allow the medication to warm to room temperature prior to administration and never refrigerate.

If instructed to store medication in the freezer:

Remove one medication container from the freezer and thaw at room temperature. Use medication once thawed and at room temperature and never refreeze.

If you are unsure of how to properly store your medication, reference the medication label or contact Upstate HomeCare's Pharmacy.

DO NOT use the medication if:

- The patient name is incorrect;
- The medication and dose are wrong;
- Expiration or Use By date has passed;
- The medication is cracked, broken, leaking or damaged in any manner;
- It appears discolored, cloudy or contains floating substances.

NOTE: Do not throw away the medication if any of the above applies. Keep it separate from the rest of the usable medication and contact Upstate HomeCare's Pharmacy.

Always store medications and supplies away from children and pets.

Work Area and Supplies

1. Prepare a clean, flat surface by wiping it down with soap and water or a cleaning solution.
2. Gather all necessary supplies (avoid touching the insides of the package with your fingers, clothing or any other items).
3. Wash hands. ***See hand washing instructions**

For more information, please refer to the Infusion Patient Teaching/Certification of Instruction form provided prior to discharge. Set aside any items that look damaged or has the sterility compromised. They can be replaced by contacting Upstate HomeCare's Pharmacy.

Cleanliness and Sterility

To maintain cleanliness in your work area, please pay close attention to your infusion supplies and storage area. Some of the supplies will be delivered in a sterile package. Please use care to never touch the sterile ends.

Hand Washing

Thorough hand washing is a required step before all of your procedures because germs on your hands are the most common cause of infection. According to the U.S. Centers for Disease Control and Prevention (CDC), proper hand hygiene is still one of the most effective ways to stop the spread of germs and protect ourselves and those around us from illness.

Perform all "dirty" procedures before washing your hands (such as opening boxes and cartons).



Washing Hands with Alcohol-Based Hand Rub

- Apply the product to the palm of one hand.
- Rub your hands together, making sure you reach all surfaces.
- Continue rubbing until hands are dry.



Washing Hands with Soap and Water

1. Wet hands with clean, warm water.
2. Apply soap to palm of one hand.
3. Lather by rubbing hands together, making sure to reach all surfaces.
4. Continue rubbing hands together for 15 – 20 seconds (If there is no timer, sing or hum the "Happy Birthday" song from beginning to end twice).
5. Thoroughly rinse hands under running water to ensure removal of residual germs.
6. Dry hands using clean paper towels. Use paper towel to turn off the faucet.



Use soap



Rub palm to palm with fingers



Rub tips of fingers



Rub each wrist



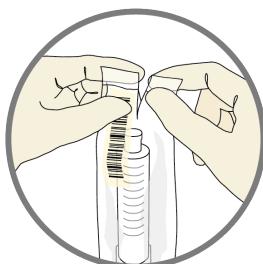
Rinse your hands



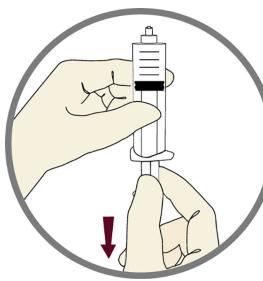
Dry your hands

Removing Air Bubbles From a Prefilled Sodium Chloride and/or Heparin Syringe

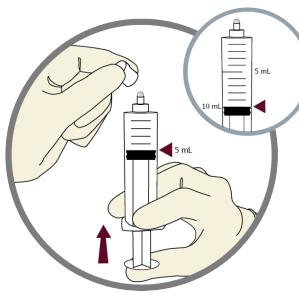
For Single Use Only



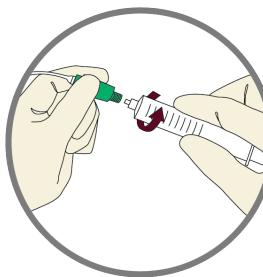
- 1 Inspect package integrity including protective wrapping, syringe and tip cap. Do not use if packaging is damaged, syringe is leaking or tip cap is not fully attached to syringe. Remove protective wrapping. Visually inspect the syringe and solution. Do not use if solution is cloudy or hazy.



- 2 Before removing cap, hold syringe with tip cap upright. Pull plunger down; this motion breaks the seal between the plunger and the syringe.



- 3 Remove tip cap with a twisting motion from the end of the syringe. Take care not to contaminate the syringe tip. Hold syringe with tip upward, tap side of syringe for bubbles to rise, slowly push syringe up until air and one or two drops of solution are expelled.



- 4 Flush site as directed.

Discard syringe and any unused portion of the solution in regular garbage.

Disposal of Supplies

It is important to dispose of all supplies correctly and safely. Place all needles (sharps) in an acceptable container (e.g., empty coffee container, empty laundry detergent container) and then place in the regular trash once the container is full or the therapy has ended.

The only exception will be chemotherapy medications and supplies. In this case, a special container will be provided.

Please remember all medications, needles and supplies should be kept in a safe place away from children and pets.



Notes

Use the letters "SASH" to help remember the order for flushing the catheter. Always wash your hands first.

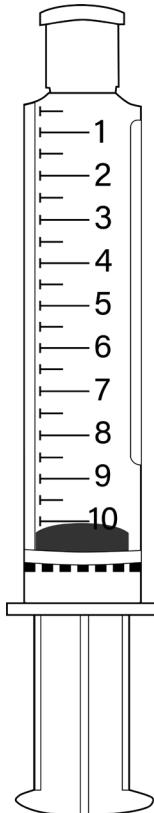
1



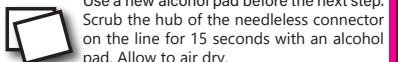
Use a new alcohol pad before the next step. Scrub the hub of the needleless connector on the line for 15 seconds with an alcohol pad. Allow to air dry.

Sodium Chloride

Push-Pause Method

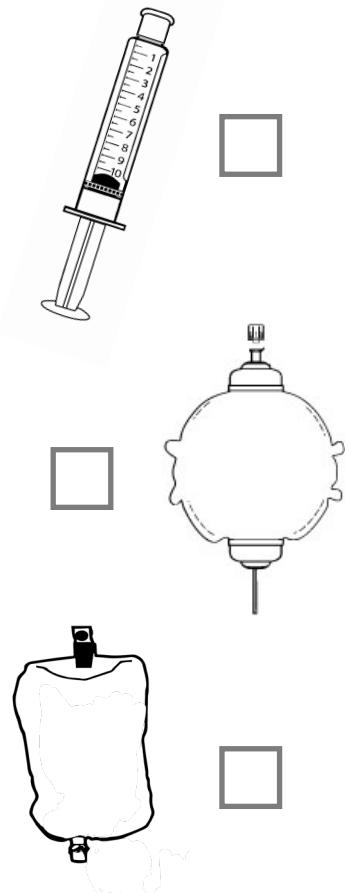


2



Use a new alcohol pad before the next step. Scrub the hub of the needleless connector on the line for 15 seconds with an alcohol pad. Allow to air dry.

Administer Medication



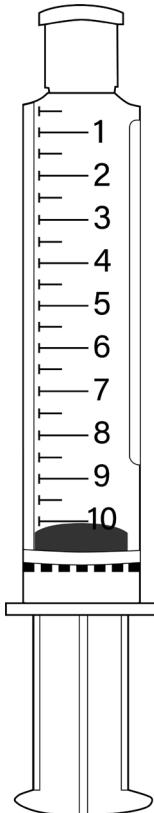
3



Use a new alcohol pad before the next step. Scrub the hub of the needleless connector on the line for 15 seconds with an alcohol pad. Allow to air dry.

Sodium Chloride

Push-Pause Method



4



Use a new alcohol pad before the next step. Scrub the hub of the needleless connector on the line for 15 seconds with an alcohol pad. Allow to air dry.

Heparin

Push-Pause Method

