

Chartwell Home Infusion

With almost three decades of infusion experience, Chartwell is the most clinically-advanced home infusion company in the region, continually growing and expanding to serve you, our patient.

Chartwell services patients across Pennsylvania, Ohio, West Virginia, and New York. We maintain relationships with hospitals and home care agencies across our coverage area to ensure safe and timely patient care.



Pittsburgh **Erie** **Altoona**
1-800-755-4704 1-888-252-0716 1-855-349-6226

Going Home with Chartwell



The pharmacy experience you deserve



Chartwell Pennsylvania, LP
1-800-755-4704 • www.chartwellpa.com

Home Infusion & Specialty Pharmacy
CHARTWELL
— PENNSYLVANIA, LP —



As you get ready to leave the hospital, you and your family may wonder what is involved in receiving home infusion.

Here are some common questions and answers that you may find helpful before you start your therapy.

Your Chartwell admission folder is sent to your home and contains additional important information.



“Who’s in charge of my home infusion therapy?”

Your doctor is always in charge of your care, whether you are in the hospital or at home. He or she will keep track of your progress, see you on a regular basis or in an emergency, and do whatever is necessary to oversee your care.

When you are receiving home infusion therapy with Chartwell, there is an entire team assigned to carry out your doctor’s instructions and make sure your therapy goes smoothly.

In addition to your nurse, there is a pharmacist, patient pharmacy associate and insurance verification coordinator to take care of your needs. The Chartwell team will stay in contact with your doctor throughout your therapy.

“How do I learn to do my therapy?”

A nurse with special training in infusion therapy will teach you what you need to know. If there is a family member or friend who will be there to help you at home, that person should learn the therapy procedures, too. Your nurse will also give you plenty of opportunities to practice the procedures you will be carrying out at home. You will also get an easy-to-understand, step-by-step patient guide to follow.

“Will a nurse always be there to do my infusions?”

A nurse will be there to help as you start your infusions at home. As you become more confident, you will find you need the nurse less and less. After a few sessions, most people are very comfortable doing their infusions on their own. Your nurse will follow-up with you regularly throughout your home infusion therapy. If problems or questions come up and your nurse isn’t there, you can get help or advice 24 hours a day by calling your home care nurse or Chartwell.

We are also excited to share that we have step-by-step patient education videos available to you as well.

Just go to our website at <http://www.chartwellpa.com/patients/patient-teaching-guides.asp>. or visit our Chartwell YouTube channel.

**Please note that we only have a few videos at this time.*

“What if I have an IV problem in the middle of the night?”

Just call your nursing agency or Chartwell. You can call 24 hours a day, seven days a week, and there is always a nurse or pharmacist on call. No matter when you call, there is always someone to help you.

“Where will I have my blood work done?”

You will be happy to know that there are several options. You can have your blood drawn at home, or you can go to a lab or hospital. In any case, all of your test results will be made available to your doctor and Chartwell.

“What if my doctor wants to change my medication?”

Changing medications is easy. Your doctor simply calls your Chartwell pharmacist, who will then let you know about the change, and your new medication will be delivered.

To avoid extra deliveries, your doctor should notify Chartwell of the change immediately. Strict federal guidelines do not allow any drugs or supplies to be returned.

“Who pays for my home therapy?”

Most insurance plans offer home infusion therapy benefits, and Medicare covers some therapies. Chartwell will bill your insurer directly. To find out about your coverage, call Chartwell and ask to speak to an insurance verification coordinator.

“What do I do when I finish my therapy?”

First, congratulate yourself! You did a great job, and you deserve to celebrate. Then it is just a matter of carefully disposing of any extra drugs or supplies. Because of federal guidelines, these “extras” cannot be returned to our pharmacy.

If you have a mail-back sharps container, place it back inside the original red bag and box and give it to your mail carrier or take it to the nearest post office.

If you have an IV pump, place it, along with any accessories, back in the pre-paid UPS box and call Chartwell to arrange for UPS to pick it up from your home.