

Receiving Intravenous (IV) Care in Clinic

Information for patients

Ontario Health atHome provides IV treatments in our clinics for eligible patients. If you are receiving IV treatment in one of our clinics, it's important to understand the roles and responsibilities involved in your care.

The patient's role

As the most important person on your care team, you need to be an active participant in your care. Remember to:

- Ask questions if you do not understand the information that has been given to you.
- Ensure that you know how to properly store your medications.
- Call 1-888-447-4468 to schedule an appointment if your supplies have been delivered and you haven't been contacted by our clinic.
- Bring your IV medication and supplies (including any PICC or port kits and pump) to your clinic appointment (an IV pole is provided). If you forget your medications or supplies, we may need to reschedule your appointment, causing a delay in receiving treatment.
- Keep our contact number easily accessible in case you need to rebook your appointment.
- Arrive at your clinic appointment on time, as appointments are pre-scheduled for every patient.
- Return all equipment (including pumps, battery packs, and cords) to the pharmacy when your treatment is complete.

The clinic nurse's role

The clinic nurse will ensure you receive your treatment safely in our clinic by:

- Reviewing your updated list of medications (please bring this with you).
- Helping you understand the medication you're taking and how the IV medications and supplies you brought with you from home will be used in your treatment.
- Ensuring you know what symptoms to watch for when receiving IV treatment so that you can contact a nurse if you need to.
- Providing you with a contact number in case you need after-hours nursing on-call support.

The pharmacist's role

Rexall Specialty Pharmacy will provide you with your IV medication, supplies, PICC and/or port kits, and anything else you may need. Rexall will also:

- Prepare the IV medication that was ordered by the ordering medical practitioner.
- Call you within one or two days of starting therapy to answer any medication-related questions you may have and to collect a list of other medication you may be taking.
- Deliver your medication to you.
- Call you once your IV therapy is complete, to arrange for the equipment to be returned.
- Collect and dispose of any unused medication, supplies, and waste.
- Arrange a convenient time to conduct a medication review at your home, if you are on long-term IV therapy.

If you have any questions or concerns about your IV treatment, or need to book or reschedule a clinic appointment, please call 1-888-447-4468.

Important phone numbers

Ontario Health atHome Coordinator:

1-888-447-4468 ext.: _____

Community Nursing Clinic:

Address: _____

Phone: _____

Additional Information:

Contact Information

If you have any questions regarding this service, please contact: **1-833-515-1234** • ontariohealthathome.ca