







## IV Patient Information Handout

Intravenous (IV) Therapy has been ordered by your Doctor or Nurse Practitioner to support your health. You can expect this therapy to be arranged for you by a Care Coordinator from Home & Community Support Services - South West (HCCSS).

WHAT TO EXPECT	WHAT YOU NEED TO KNOW
 <p>A Care Coordinator will <b>call</b> you to assess your needs and arrange nursing services in your home, or in a clinic.</p>	 <p>The majority of our patients are seen in a <b>Community Nursing Clinic</b> to maximize patient and nurse engagement.</p>
 <p>The Homecare Pharmacy will call you to set up <b>delivery</b> of your IV medication(s) and supplies. Someone must be home to accept the delivery. It is important that the address and phone number you gave to your Doctor/ NP is accurate so we can reach you.</p>	 <p><b>Elastomeric devices</b> are used for most of our patients, unless your Doctor/NP requests an electronic pump for you. These devices are small and portable, designed to make medication infusions easier and more convenient for you.</p>
 <p>The Nursing provider will call you to set up the <b>appointment</b> and will confirm your location.</p>	 <p>If your Doctor/Nurse Practitioner requests <b>bloodwork</b>, they have to give you a lab requisition. You will need to contact your local lab to get the bloodwork done. We do not provide this service but can help you arrange, if needed.</p>

**If you have not heard from HCCSS, the Pharmacy, or the Nursing provider at least 6 hours before your next dose, please call and speak to a Care Coordinator at:**

**1-800-811-5146 or 519-473-2222**  
**Hours of Operation**  
**8:00am - 8:00pm, 7 days per week**