



Start of Care **Welcome Guide**

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Thank you for choosing Pentec Health to partner in your care. Please keep this information so it is available for you to reference throughout your course of therapy.

The key information covered in this guide includes:

- ✓ Instructions for contacting and coordinating care with your dedicated team
- ✓ How to prepare for an emergency
- ✓ Steps to follow for safely administering your medications
- ✓ Managing and safely disposing of your medications and supplies

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Your care is being provided through Pentec Health, Inc. (“Pentec Health”), which maintains its administrative offices at 4 Creek Parkway, Boothwyn, PA 19061.

Pentec Health also maintains satellite offices in many states. The agency manager for your state is:

You can contact this agency at any time by calling (800) 223.4376

Welcome to Pentec Health.

We are thrilled to serve as your dedicated healthcare partner. Our team of experienced clinicians is committed to providing you with the highest quality of care in the comfort of your own home.

As you review this welcome packet, you will find essential information guiding you through your time on service. We understand that your course of treatment is unique and may at times be complex. Our goal is to be a collaborative partner that helps guide you through each step of the process.

If you have any questions or require further assistance, please do not hesitate to reach out to our team at **(800) 223.4376**. We are here to ensure your journey is seamless, comfortable and successful. Thank you for entrusting us with your care – we look forward to supporting you on your path to optimal health.

Overview of Pentec Health

Pentec Health is committed to solving and simplifying care challenges. As a champion for more than 11,000 patients across the nation and trusted partner for providers, our over 350 clinicians manage the complex therapy needs of a variety of conditions. Our unique solutions combine clinical expertise and empathy to deliver exceptional results that improve outcomes.



Clinical Team

- Pentec Health delivers treatment in the setting that best serves each patient, which can include your home. Depending on the service provided, your care team may include pharmacists, nurses and dietitians specially trained to treat your unique condition.
- Your clinical team is always available for you, 24/7/365. Call **(800) 223.4376** to reach on-call clinical support.



Billing and Insurance

- Your team also includes experienced reimbursement specialists who are ready to work for you. They will handle all aspects of insurance coverage including prior authorizations as needed. You will be made aware of any financial responsibilities, including copays and deductibles.
- If you have difficulty paying for services, financial assistance may be available. Reach out to our financial assistance line at **(800) 223.4376** to speak with a team member.
- Please notify us if your coverage should change while you are receiving care.

What to Expect

Ordering and Storing Medications

- When starting on service, a pharmacy representative will contact you to discuss the delivery schedule and how to store your medications. Ongoing deliveries will be scheduled prior to your nurse visit, or prior to running out of medication if you are self-administering.
- A Pentec Health representative will be in contact with you to ensure you do not run out of supplies, but do not hesitate to call if there is an issue with a delivery or you need additional supplies.
- Deliveries may be made by UPS, FedEx or a local courier.



Receiving Delivery

- If you receive your medication and supplies directly, inspect the package and contact the Pentec pharmacy immediately if you notice any damage.
- Medications will need to be stored in proper conditions, including refrigeration or room temperature. Your pharmacist will review proper storage for your specific medication.

If instructed to store medication at room temperature:

- Store in a clean, dry area and out of the reach of children and pets
- Keep away from direct sunlight or other sources of heat
- Store medications in the protective outer packaging provided

If instructed to store medications in the refrigerator:

- Set temperature between 36°-46° F (2°-8° C)
- Clean and keep an area of your refrigerator just for medications
- Put medications in a clean plastic bag to protect them from other items
- Rotate your stock so you are using older medication prior to the new shipment. Always check the expiration date on the label.
- Contact Pentec Health for instructions on how to dispose of your medication if it has expired or will not be used.

Communicating with Your Care Team

In the event of an unexpected change in your schedule or therapy, please notify Pentec Health as soon as possible to avoid a delay in care or delivery of unnecessary medication.

Prepare for your appointment ahead of time by writing down relevant information, such as:

- Any new symptoms or changes in your physical or mental health
- Questions regarding your treatment or overall health
- A list of all current medication including over the counter vitamins, dietary supplements and herbal products (including dosage)
- A list of doctors you currently see

Have a companion available

- Having a spouse, close friend, caregiver or interpreter available can help to effectively communicate with your provider and remember anything you may have forgotten or misunderstood.

Be honest

- Don't be afraid to voice concerns about a certain treatment.
- Ask questions directly. This will allow your provider to answer accurately.

Make sure you understand their instructions

- Repeat instructions back to your provider to make sure you understand clearly.
- If needed, write down instructions so you do not forget later.





Emergency Preparedness

In the event of an emergency or natural disaster that may interrupt your care, Pentec Health will make every attempt to develop a plan to continue your care. Please communicate with our team if you encounter a situation which may disrupt your treatment. Prepare for an emergency by following the steps below:

Make sure you have all emergency telephone numbers listed by the phone, including:

- Pentec Health (800) 223.4376
- Your Physician
- Police
- Fire Department
- Hospital

Have a medical ID tag or Emergency Health Form listing the following information to communicate with emergency health workers if you are not able to speak:

- Full Name
- Date of Birth
- Home Address
- Medical Conditions
- Medications
- Medical Equipment (including your drug delivery device)
- Emergency Contact

Choose emergency contacts

- Memorize phone numbers of relatives or friends who live in a different area and will likely be unaffected by the same emergencies.

Make an emergency supply kit

- It's a good idea to have supplies to last you for up to a week in case of an emergency.
- Include personal care items, radio, extra batteries, food, water, extra money, etc.
- Be sure to think about backup electricity sources in case you lose power.
 - If your medications require refrigeration, store them with ice until power is restored.
 - If you use a portable electronic pump to infuse your medication, have extra batteries on hand.

Make a plan

- Identify the safest places in your home for various types of emergencies.
- Plan evacuation routes and select a meeting spot.
- Practice your escape plan frequently.

Stay informed about emergencies in your community

- Be aware of emergencies that may happen in your area.
- Sign up for emergency alerts and any warnings your community utilizes including texts, phone calls, road signs, social media, sirens or emergency broadcasting.
- Listen to news sources and know how to respond to various types of alerts.

Home Care Safety

Maintaining your home environment will help ensure the safety of you and your care team.

Safety in Your Home

Follow these tips to make your home a safer environment:

- Keep items that you frequently use in easily accessible places
- Install grab bars in the bathroom to help you balance
- Use an elevated toilet seat and a shower stool
- Install a handheld shower head
- Minimize your need to go upstairs by moving necessary items to the first level
- Attach side rails to your bed or consider obtaining a hospital bed
- Install a device that can transfer you up and down stairs or in and out of bed
- Ensure that your stair's railings are sturdy and extend past the first and last step
- Install a ramp for wheelchair access, where applicable
- Lower your water heater temperature to prevent burns
- Enlarge doorways as needed
- Make sure your furniture is supportive

Preventing Falls in Your Home

Follow these tips to reduce your risk of falling:

Your home should always be well-lit

- Use bright lights throughout the day and night lights when it gets dark
- Make sure you can easily turn on lights from wherever you are in your home

Use non-slip treads on floors with a hard surface

Ensure none of the flooring in your home is uneven, broken or loose

Wear supportive footwear that fit well and have non-skid soles with flat bottoms

- Secure cords and wires away from where you walk
- Remove small area or throw rugs and secure larger rugs with tape or pads
- Arrange furniture so it is not in your walking path
- Make sure floors are clean and dry at all times

Stand up slowly to avoid dizziness

If you have a hospital bed, keep it in the lowest position with the wheels locked

Whenever possible, make sure your bed is a short distance to the bathroom and the telephone

Be aware of medication you are taking that may increase your risk of falling

- Discuss your medications and their side effects with your doctor

Make sure you are getting enough exercise

- Physical activity will strengthen muscles and decrease your risk of falling

Use a walker, cane, walking stick or motorized scooter

- Discuss these options with your doctor

Get your vision checked frequently to ensure that you have the right prescription



Preventing Infection

Follow these tips to reduce your risk of getting sick:

Wash your hands frequently

Stay up-to-date on your immunizations

- Talk to your doctor about what vaccines you need

Cover your coughs and sneezes

- Stay at least 6 feet away from others if either party is coughing or sneezing
- Use a tissue or your shirt sleeve to cover a sneeze or cough. Promptly throw away the tissues and wash your hands.

Don't share personal items

- These include razors, toothbrushes, combs, towels, drinking glasses and utensils

Ensure household items are properly cleaned

- Disinfect commonly used surfaces frequently, especially those in the kitchen and bathroom
- Change linens on a regular basis
- While cleaning, wear gloves, masks and goggles, when appropriate

Be careful when preparing food

- Wash all produce before eating
- Thoroughly cook all meat, poultry and seafood using a food thermometer to ensure it is the correct temperature
- Use separate surfaces to prepare raw and cooked foods, disinfecting after use
- Never thaw meat at room temperature

Handwashing

Washing your hands properly and frequently, including anytime they may have become contaminated and before preparing food, will help prevent risk of an infection.

You or your caregiver should always wash your hands prior to administering your medication.

Wash your hands with clean running water using soap

- Rub your hands together for at least 20 seconds being sure to wash each part of your hands, wrists, back of hand, under fingernails and in between your fingers
- Rinse your hands well under running water to remove all of the soap
- Dry your hands with a clean towel or paper towel. Use the towel to turn off the faucet.

If soap and water are not available, use an alcohol based hand sanitizer to clean your hands

- Apply the product to both hands, rubbing over all surfaces until your hands are dry



Other tips

- If you must smoke, never smoke in bed
- Pentec Health is a tobacco free environment. Team members are not permitted to use tobacco products while providing patient services.
- Never leave food that is cooking unattended. Use a timer to remind yourself that you're cooking.
- Do not overload electrical outlets or extension cords. Unplug appliances when not in use.
- Have wiring and heating regularly inspected.

Preventing Fire Emergencies

Follow these tips to prevent fire emergencies in the home:

Install and test both smoke and carbon monoxide detectors

- Detectors should be on every level of your home.
- Regularly check the function of your detectors and replace batteries every year. Experts suggest changing batteries every time you set your clocks forward.

Keep a multi-purpose fire extinguisher on every level

- Follow instructions and make sure everyone in your household knows how to use it

Make an escape plan and hold drills with everyone in your household

- Practice at least twice a year and make sure you have more than one way of escaping, as exits may be blocked in the event of an emergency. Additionally, practice using every exit by touch as smoke may make it hard to see.

Medical Oxygen

- Keep oxygen away from all open flames
- While using medical oxygen, never cook and remain at least 5 feet away from any heating device such as a stove, oven, toaster, toaster oven or space heater
- While medical oxygen is in use by you or someone in your home, never use an open flame such as a candle, match or lighter
- Never use or store items that are easily combustible near the oxygen canister such as items containing oil/grease or aerosol sprays
- Never use or store oxygen cylinders near areas where fire or excess heat may be present such as candles, wood stoves, fireplace, and electrical appliances
- When oxygen cylinders are not in use, ensure that their valves are fully closed at all times
- Store oxygen cylinders in ventilated areas. Storage in non-ventilated areas where oxygen can accumulate, such as a closet, can pose a hazard.
- Install smoke detectors on every level and ensure they are working properly (See Preventing Fire Emergencies above)

Managing Your Medications

Follow these steps to ensure safety when taking your medications:

Know what is considered a medication

- Medications can be prescription drugs, over-the-counter products, dietary supplements, herbal remedies and vitamins, which all need to be communicated to your doctor.

Know important information about your medications

- Go over any allergies with your doctor to prevent a reaction. When you start a new medication, record any new symptoms and report them to your doctor.
- Discuss any potential drug reactions with your doctor as the dose of other medications you are taking may need to be modified.
- Make sure you know when and how you should be taking your medications, following instructions your doctor gives you carefully.

Take your medications safely

- Make a list of all the medications you currently take

- Take medications on-time, utilizing a pill box, calendar or chart to stay organized. You can also use a meal or bedtime as a cue to take your medication.
- Never take more or less than directed. Always check with your doctor before stopping. If you cannot afford your medication, talk to your doctor about options.
- Know the expiration dates of your medications and do not take medication that has expired

Picking up your prescription

- Tell your pharmacist if you have trouble swallowing pills as there may be alternative forms.
- Read the name and directions on your medication to ensure you are receiving the right prescription. If you have any questions, ask your pharmacist.
- Make sure you can open the container
- Ask your pharmacist how you should store the medication

Safe Use, Storage and Disposal of Medications

Safe use

- Never take a medication that is not prescribed to you
- Never share your medication with others
- Never adjust your own doses
- Never use medication after the expiration date
- Never mix medication with alcohol or other sedatives
- Never break, chew or crush medication unless specifically instructed
- Always tell your healthcare provider about all medications you are taking
- Keep track of when you take all medications

Safe Storage

- Store medication in a locked cabinet or other secure storage space
- Keep storage areas cool, dry and out of direct sunlight
- Do not store medication in your car
- Keep medication stored in original containers
- Keep medication out of reach of children and pets

Safe Disposal

- Ask your pharmacist about specific disposal instructions for your medication
- Ask your pharmacist about “take-back” programs in the community

Safe Disposal of Needles and Waste

Certain materials used to administer your care in the home may require additional procedures for safe disposal. Your pharmacist or nurse will provide instructions on how to dispose of items like needles and biohazardous waste.

Disposing Needles

- Used needles can be dangerous if not disposed of safely. Unintentional needle sticks may cause injury and spread infections.
- Always place a needle in the appropriate container immediately after use. Containers should be puncture and leak resistant.
- Do not try to remove the needle from the syringe or tubing set and do not put the cap back on the needle
- A red mail-back sharps container may be provided as part of your care. When the container is three-fourths full or no longer needed, follow the instructions on the box to seal the container and mail back.

Disposing Biohazardous Waste

- Biohazardous waste includes any items containing bodily fluids or items contaminated with chemotherapy
- If a yellow mail-back container has been provided, place all contaminated materials within the container



Thank you for taking the time to review this booklet and the additional documents specific to your therapy.

Our team at Pentec Health will be here to assist you every step of the way. If you have any further questions, please do not hesitate to contact us at (800) 223.4376.



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