



*Advanced Treatment for Osteoporosis and Inflammatory Diseases*

WHEATON • ROCKVILLE • OLNEY • CHEVY CHASE • FREDERICK • WASHINGTON, DC • FAIRFAX

## What to Expect for Your First Infusion Appointment

Welcome to Arise Infusion Therapy Services! We are looking forward to meeting you at your scheduled appointment. You may have many questions prior to your infusion or injection appointment. Starting Infusion Therapy can be daunting, so we want to let you know what to expect before your first appointment and answer any questions you may have.

## Medication Order / Insurance / Scheduling

<b>Order</b>	Your Provider has placed an order for you to start infusion therapy. This order needs to be approved by your insurance prior to scheduling your first appointment. Some insurances can take up to 4 weeks for approval.
<b>Insurance</b>	To receive Infusion Therapy, you must have active insurance on file and an insurance authorization on file.  Insurance Authorizations are specific to the medication, dose, frequency, etc. If there are any changes to the medication, dose or frequency, we will check with your insurance and receive an updated authorization, if needed. Your infusion appointment may be delayed if the authorization is not up to date.

	<p>If you change your insurance, you must notify the Infusion Benefits Coordinator at 240-514-5000 or via Patient Portal prior to your appointment date to start a new approval process. You will <u>not</u> be able to receive your Infusion Therapy if you bring your new insurance on the same day as your appointment.</p>
<p><b>Scheduling</b></p>	<p>A staff member from the Infusion Pre-Authorization department will schedule your first appointment(s).</p> <p><u>You can call the ARISE phone line at (240) 514-5000 to schedule, reschedule, or cancel your appointment Monday through Thursday 7:30am-5pm.</u></p> <p>During your appointment, the infusion staff will make your next infusion appointment. They will help you make your doctor’s appointment as well as answer any questions you may have about your appointments.</p>
<p><b>Staying on Track</b></p>	<p>It is important that you stay on track with your Infusion Therapy. The medications ordered by your provider help achieve remission for your autoimmune disorder or bone health. Delays or stopping therapy can cause a disease flare or regression of disease state. Before delaying or stopping therapy, please discuss this with your provider. If you are having side effects or feel as though the therapy is not working, please discuss with your provider, as they can help improve the therapy.</p> <p>Infusion Therapies are prescribed and approved for certain frequencies. Due to FDA approval and insurance standards, we are unable to administer your therapy earlier than your approved frequency.</p>
<p><b>Your Appointment</b></p>	<p>Please arrive 15 minutes prior to your appointment time. If you are running late to your appointment, please call 240-514-5000 to see if the staff are able to accommodate you. Any late arrivals, 30 minutes past the scheduled time, will be automatically rescheduled.</p> <p>If you are not able to keep your scheduled appointment, please call 240-514-5000 to cancel or reschedule. A same day cancellation fee of \$25 will be assessed for any same day cancellations. You will be charged a \$25 no show fee if you do not call to cancel and will not be able to reschedule until that fee is paid.</p>

<p><b>Contraindications to Therapy</b></p>	<p>It is important to inform the infusion staff <u>PRIOR</u> to your infusion if you:</p> <ul style="list-style-type: none"> <li>• have any current or recent infections</li> <li>• are feeling sick</li> <li>• had a recent surgery or are scheduled for an upcoming surgery</li> <li>• any recent or scheduled vaccines</li> <li>• have had any changes with your health condition</li> </ul> <p>You may need to delay or reschedule your infusion therapy for one of these reasons. Your health and safety is our top priority.</p>
--	--

## Infusion Appointment

<p><b>Prepare for your Appointment</b></p>	<p>Preparing for your appointment is an important part of feeling comfortable during your therapy. Make sure to read all the resources provided for you by the Benefits Coordinator and your Provider.</p> <p>If you are receiving IV Infusion Therapy, we recommend that you hydrate well with water starting 24 hours leading up to your appointment. Please eat prior to your appointment, unless you have been asked to fast for blood work.</p>
<p><b>Infusion Staff</b></p>	<p>The infusion staff are highly trained to administer infusion therapy. The nurses and staff are there to make your experience safe and pleasant. Please feel free to ask them any questions or concerns you may have about your infusion therapy.</p>
<p><b>Transportation</b></p>	<p>You are able to drive yourself to and from your appointment. Parking and distance to the Metro vary per office, please ask the Infusion Staff Member if you have any questions about accessibility.</p>
<p><b>Visitors</b></p>	<p>A family member, friend, or caregiver may accompany you to your appointment, but they will be unable to stay in the infusion suite during the therapy. Waiting rooms are conveniently located outside of the infusion suite. If you require a caregiver or visitor to stay with you during therapy due to a language barrier, mobility impairment, or other special need, please inform the infusion staff.</p>

	<p>If the patient is under 18 years old, one adult family member is allowed to remain with the patient.</p>
<p><b>What to Wear</b></p>	<p>We recommend that you wear comfortable clothing for your infusion therapy. Wear a shirt that is easy to roll up the sleeves to access your arms for an IV or Injection. Bring layers in case you are warm or cold during your therapy.</p>
<p><b>What to Bring</b></p>	<p>You can bring anything you would like with you to the appointment. We recommend that you bring a bottle of water, a snack, and entertainment (Book, Magazine, Phone, Tablet, etc.). Headphones are required if you will be listening to your device. Working or attending virtual meetings on a laptop is allowed, but headphones must be used and camera must be off. Eating and drinking is permitted while you are receiving therapy.</p>
<p><b>What We Provide</b></p>	<p>In the infusion suite, we have pillows, blankets, coffee, water, and snacks. Free WIFI is available. Some sites have TVs. There are curtains available at all infusion chairs for patient privacy.</p>
<p><b>What is Prohibited</b></p>	<p>Talking on cell phones or video calls is strictly prohibited within the infusion suite. Video Recording and Photography of any kind are prohibited due to HIPAA Laws. Any threatening or derogatory language, racial slurs, cursing, etc., will not be tolerated. Anyone who engages in this behavior will be asked to leave immediately and may be discharged from the practice.</p> <p>Children under 18 years old are not permitted in the infusion suite and are not permitted to be left unattended in the waiting room during your therapy.</p>
<p><b>What to do if you are sick or having surgery</b></p>	<p><u>If you are sick, do not come to your appointment.</u> Instead, call ahead of time to reschedule your appointment. Biologic Infusion Therapy is contraindicated while you are having an active viral and bacterial infection. Please call the office to discuss with a staff member as to when it will be safe to resume therapy. Some therapies may also need to be paused for surgical procedures, please discuss with your Provider when scheduling surgeries.</p> <p>If you are receiving antibiotics or antiviral therapy, you will not be able to resume therapy until you have completed the therapy.</p>

## Questions about your Infusion

If you have any questions or concerns about your infusion therapy, please feel free to call us or reach out to your provider via the Patient Portal at any time. If you leave a message, someone will reach out within 1-2 business days.

We hope you have a wonderful experience at ARISE Infusion. Please let us know how we can improve your experience in any way.

## Locations

Chevy Chase	5454 Wisconsin Ave NW. Suite 620. Chevy Chase, MD 20815
DC	2021 K St NW. Suite 300. Washington, DC 20006
Fairfax	8270 Willow Oaks Corporate Drive. Suite 150. Fairfax, VA 22031
Frederick	161 Thomas Johnson Drive. Suite 250. Frederick, MD 21702
Olney	18111 Prince Philip Drive. Suite 326. Olney, MD 20832
Shady Grove	14995 Shady Grove Rd. Suite 250. Rockville, MD 20850
Wheaton	2730 University Blvd West. Suite 714. Wheaton, MD 20902
ARISE Phone	<b>240-514-5000</b>
ARISE Fax	<b>301-424-3590</b>