

Home Infusion Checklist

Are you ready for the future of home infusion?

The home infusion environment continues to evolve as the demand for in-home digital healthcare increases. In fact, analysts predict the US home infusion market will reach over \$31B by 2030.¹ Are you prepared to support this growth?

Our checklist is designed to help you be ready. See if you have the critical services you need for a high level of remote patient support.

1 TWO-WAY PATIENT & CAREGIVER COMMUNICATION
Patients and caregivers are concerned about timely delivery, having the right medication and supplies on hand, and engaging with pharmacy staff and clinicians in real time. Digital patient and caregiver communication addresses these pain points and streamlines each process.

2 CUSTOMIZABLE DIGITAL FORMS & WORKFLOWS
Traditional phone-based processes create a greater risk for delays in therapy and increase overhead for your pharmacy. Provide self-service to patients and allow your staff to support more patients per FTE with streamlined digital processes.

3 SCHEDULE COORDINATION & REAL-TIME NURSING NOTES
With care teams primarily operating remotely, waiting for an email or return phone call loses valuable time. Expand productivity of clinical resources through secure, real-time messaging, schedule coordination, and centralized nursing notes and documentation.

4 SECURE VIDEO SESSIONS THAT SUPPORT HIPAA COMPLIANCE
Face-to-face visits for teaching reinforcement or troubleshooting may no longer be a viable option for many patients and care teams. To help your staff do more with less resources and alleviate patient concerns with in-home visits, the only real solution is secure video sessions that allow virtual, real-time engagement.

5 ELECTRONIC SIGNATURE CAPTURE
With the increasing need for contactless interactions, electronic or app-less signatures are essential for timely delivery and confident claim support. Obtain contactless signed consent and on-delivery documents with electronic or app-less signatures to expedite reimbursements and help improve cash flow.

6 BROADCAST MESSAGES
Instantly broadcasting important information concerning critical updates to the entire census and their caregivers saves valuable time. Whether it's safety information or a natural disaster, the ability to instantly communicate to a mobile device is critical.

7 EDUCATIONAL MATERIALS
Since patients, families, and caregivers have greater responsibility for care in a remote setting, making it possible to easily access customized educational materials at any time, any place, on any device helps them support the care plan and help ensure therapy adherence.

8 MULTI-LINGUAL SUPPORT
Patients and their families may be more comfortable communicating in their native language. Auto-translate features can help reduce delays in care when receiving inbound communications.

9 PHARMACY DISPENSING SYSTEM INTEGRATION
Integration into a provider's system of record ensures that the digital patient information captured in messages, forms, and documents is presented at critical points in the workflow and patient record. CMS promotes the use of FHIR-based APIs, which are critical to integration and supported by MHALink™ powered by CitusHealth.

A tightly integrated platform that checks everything on this list helps provide maximum return on investment for home infusion pharmacies. MHALink™ powered by CitusHealth offers this kind of integration and is designed to enable adherence, greater efficiencies, and happier patients, families, and caregivers.

¹ <https://www.researchandmarkets.com/reports/5595833/u-s-home-infusion-therapy-market-size-share-and>; accessed 10/22/22