

Logistical Recommendations for Infusion Sites of Care

- 1 After health systems identify which hospitals have or are associated with infusion sites of care, it is crucial to ensure that all hospitals within the system are aware so that healthcare providers can direct patients appropriately.
- 2 Once a hospital knows it will have an infusion site of care, leaders should communicate broadly to all staff members — and physicians outside of the hospital network — that an infusion site of care will be operational. This communication should explain where it will be located, how assigned staff members and patients can access it (when necessary) and if there are any safety precautions to be aware of.
 - *In addition, develop a PR plan to communicate with local news outlets and the public regarding infusion sites of care, and add relevant information to hospital or health system websites.*
- 3 Identify points of contact within the hospital who can answer questions from healthcare providers, patients and caregivers who may call to set up an appointment. Also, consider an approach to patient referral and registration that accommodates different health networks. This may involve new processes related to traditional information systems.
 - *This ensures that anyone who comes into contact with a patient or healthcare provider — whether on the phone or in person — immediately knows where to direct them for more information.*
- 4 Prepare to clearly mark entrances and post signage within the hospital so that patients understand where to go to receive an infusion.
- 5 Visit [LillyAntibody.com](https://www.lillyantibody.com) for more information and/or to access educational resources for patients about COVID-19 and treatment options.