

Confluence

Bayshore Specialty Rx Newsletter



Newly acquired pharmacy bolsters Bayshore's services



Sahar Whelan, Director of Pharmacy for Bayshore Specialty Rx.

Imagine being able to arrange infusion and nursing services just by calling one number. Thanks to Bayshore Home Health's acquisition last year of Coram Healthcare, the Canadian specialty pharmacy division of U.S.-based Coram Inc., this is becoming a reality for more and more Canadians.

"The drug preparation and distribution services we acquired are a great fit with our existing nursing and infusion services," says Stuart Cottrelle, President of Bayshore Specialty Rx and its parent-company Bayshore Home Health, of Mississauga, Ont. "Now we can help streamline the process for home infusions and help people get out of hospitals sooner."

Cottrelle says that too many people are being infused in hospitals because there isn't a proper community alternative. "These aren't complex drugs being

used. There have to be better linkages between infusion and nursing, and we want to provide those linkages."

Sahar Whelan, Director of Pharmacy for Bayshore Specialty Rx, is excited that the company offers "one-stop shopping," and says, "For the first time, you have a nursing agency and pharmacy, both specializing in home care, under the same roof."

"We're able to provide a nurse along with infusion pharmacy expertise and IV supplies," she explains. "That saves a lot of time and money for private clients as well as health care organizations, such as Community Care Access Centres across Ontario."

Ontario's Community Care Access Centres are key clients

Cottrelle speaks highly about the pharmacy's team, from the pharmacists who prepare the medications right through to the drivers who deliver them right to the client's door. "We have great people there who are passionate about providing quality care," he says. "They do whatever it takes to make sure our clients get what they need."

Cottrelle believes the addition of specialty pharmacy services to Bayshore's range of expertise will benefit Canada's health care system. "The home care industry is constantly changing," he says. "And our goal is to continue to grow and evolve right along with it."

Bayshore Specialty Rx was formed earlier this year as a subsidiary of home and community health care provider Bayshore Home Health, so that a range of integrated pharmaceutical services could be effectively delivered to clients such as Community Care Access Centres across Ontario, pharmaceutical companies and other health care organizations.

Specialty Pharmacy Services

Specialize in the preparation, storage and delivery of intravenous and injectable drugs used in areas such as anti-infection therapy, chemotherapy and TPN (total parenteral nutrition).

Infusion Equipment and Supplies

We also distribute infusion equipment and supplies, including innovative ambulatory pumps, and provide support services in this area.

Community Care Clinics

Our national network of 20 community care clinics, including 12 in Ontario, offers an alternative to the hospital setting for people who require infusion or injection of specialty drugs.

Pharmaceutical Support Services

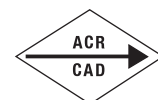
Help pharmaceutical companies through product and patient support services that include specialty nursing, reimbursement programs, home infusions, injection training and clinical trials support.

Canadian owned and operated, Bayshore Home Health is the country's largest provider of home and community health care services, with more than 40 home care offices and 7,000 employees.

INTRODUCING BAYSHORE SPECIALTY RX!



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Infusion pump technology offers greater freedom to clients



BodyGuard 323 Infusion Pump by Caesarea Medical Electronics Ltd.

Infusion pump technology that simplifies drug infusions and allows greater freedom to individuals is a key part of Bayshore Specialty Rx's commitment to improving its clients' quality of life.

The company provides infusion pumps for therapies that include TPN (total parenteral nutrition), chemotherapy, antibiotics, pain control and hydration. In the past, pumps were bulky, heavy and difficult to maneuver, and people often had to stay in one place – at home or the hospital – while receiving therapy.

To make infusions more comfortable for its clients, Bayshore has switched to smaller ambulatory pumps. "They allow more freedom so clients can be active and resume normal life, even if they are

on IV therapy 24 hours a day," says Sahar Whelan, the company's Director of Pharmacy.

Bayshore's pump of choice is the BodyGuard 323 by Caesarea Medical Devices. "It's like a small computer with keys, unlike the older technology," says Whelan. It's the first of its kind to have a rechargeable battery, which lasts up to several days. It offers accuracy far better than anything on the market, and has a wide range of infusion rates. These are important things that some older pumps couldn't do, which hindered therapy at home." And, at less than one pound, the pump is one-third to half the weight of older versions.

Children who need TPN have especially benefited from smaller pumps. Parents can carry their babies and go about their day, taking along a pump in a pouch or backpack. Older kids can participate in activities and attend school with their pumps. Bayshore worked with its partner, the Hospital for Sick Children, in Toronto, to better understand the infusion pump and how it could best deliver care to them.

Pumps replace the need for a nurse to visit clients three or four times a day to administer medication. "Now, only one visit may be necessary," says Whelan. "Pumps are key to getting people out of the hospital and into the home."

Pharmacy reacts quickly to urgent product delivery needs

The staff at Bayshore Specialty Rx's new pharmacy regularly go above and beyond the call of duty to ensure that clients' needs are met. Sahar Whelan, the company's Director of Pharmacy, says there are hundreds of examples, but a few stand out.

She recalls how, at 2 a.m. one morning, the team received an urgent request for medication for a palliative care patient. "They asked if there was any chance we could get the medication out," says Whelan. "Without fail, the pharmacist, driver and technician, said 'Absolutely.'"

Another big delivery success is with the children's TPN program. "When children are brought into the program, they've already lived with these huge medication pumps," Whelan says.

She remembers an 11-year-old girl who spent 20 hours a day in her room so she could receive medication from a large pump. She and her mother, who kept her company, were isolated from other family members. To improve their quality of life, Bayshore switched the youngster to a smaller, backpack-style pump so she could move more freely.

24-7 pharmacy hotline a valuable resource for clients

Pharmacists at Bayshore Specialty Rx, who are on-call 24 hours a day, seven days a week, are a valuable resource for clients, nurses and physicians.

"Our pharmacists know the drugs and can also consult with respect to IV supplies and equipment," says Sahar Whelan, the company's Director of Pharmacy. "While it's not typically within a pharmacy's scope of practice to know about pumps or troubleshooting, we choose to do so because it's an important value-added service for our clients."

COMMUNITY CARE CLINICS OFFER AN ALTERNATIVE TO HOSPITAL SETTING

Bayshore Specialty Rx operates 20 community care clinics across the country, including 12 in Ontario, that offer a comfortable environment and alternative to the traditional hospital setting for individuals who require infusion or injection of specialty drugs.

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Kelowna / New Westminster / Vancouver
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Barrie / Brampton / Hamilton / London
Mississauga / Oshawa / Ottawa / Richmond Hill
St. Catharines / Sudbury / Thunder Bay / Windsor

QUEBEC

Pointe Claire / Sherbrooke

THE MARITIMES

Halifax / Saint John

PLEASE CONTACT US FOR MORE INFORMATION

For more information about any of the services mentioned in this newsletter, please contact Sahar Whelan at swhelan@baysore.ca (specialty pharmacy services and medical equipment and supplies) or Suzanne Nagy at snagy@bayshore.ca (community care clinics and pharmaceutical support services).

Confluence is published by Bayshore Specialty Rx for the information of its pharmaceutical services clients. For more information about this newsletter or to submit story ideas, please contact Mary Mamak at 1-800-668-9490, Ext. 339 or mmamak@bayshore.ca.

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