

Confluence

Bayshore Specialty Rx Newsletter



One-stop approach to home infusions benefits health system



Suzanne Nagy, Bayshore Specialty Rx's Director of Pharmaceutical Support Services.

Medication infusions performed in patients' homes are an increasingly important part of Canada's health care system. Having access to home infusions means that people can leave the hospital sooner or stop relying on outpatient services, which reduces the pressure on overburdened health facilities.

Bayshore Specialty Rx delivers specialty pharmaceutical and home infusion services to patients referred by support programs, government-funded Community Care Access Centres and a variety of health care organizations, as well as individuals referred by physicians. The company offers an integrated service approach to home infusions which includes preparing specialized medications in its state-of-the-art infusion pharmacy, delivery of equipment and supplies to patients' homes and providing specially

trained nurses who can administer the infusions. For clients, arranging home infusions can be as simple as making one phone call, rather than scrambling to find different suppliers for drugs, medical equipment and nurses.

"Doctors fill out a referral form, which may include patient consent, the treatment/prescription, the nursing order and any emergency or pre-medication steps we may need. Our case managers, called project leaders, oversee the coordination of all services and stakeholders. They order any needed supplies – such as infusion kits and IV poles – and have them delivered to the patient's home" explains Suzanne Nagy, Bayshore's Director of Pharmaceutical Support Services.

"We arrange for the medication to be delivered from our infusion pharmacy. We also contact the local Bayshore Home Health branch (Bayshore Specialty Rx is a subsidiary of Bayshore Home Health) to ensure that the nurse has all the required information to schedule the patient visit. After each infusion, we complete an infusion report, and that is always sent back to the referring physician," Nagy adds.

For Community Care Access Centre patient's, Bayshore also offers an ambulatory pump, the BodyGuard 323. Nurses only visit once daily, as the pumps contain multiple doses, programmed by a pharmacist to be delivered over 24 hours. "In the pharmacy, we double-check calculations and pump programming, and we request the nurse perform a third check at the bedside," explains Sahar

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Bayshore Specialty Rx is a subsidiary of home and community health care provider Bayshore Home Health. We offer a wide range of infusion-related and pharmaceutical support services to clients such as government care programs, pharmaceutical companies and other health care organizations. Our goal is to improve patient care through an integrated approach to home and community infusion services.

Infusion Pharmacy Services

Our state-of-the-art pharmacy specializes in the preparation, storage and delivery of infusion, injection and specialty medications used in areas such as anti-infection therapy, chemotherapy and TPN (total parenteral nutrition). We also distribute infusion equipment and supplies and provide support services in this area.

Community Care Clinics

Our national network of 25 community care clinics, including 14 in Ontario, offers an alternative to the hospital setting for people who require infusion or injection of specialized drugs.

Pharmaceutical Support Services

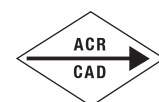
Assist pharmaceutical companies through support services that include specialized nursing, reimbursement programs, home infusions, injection training, clinical trials support and drug warehousing and distribution.

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 8,000 employees.

COMPANY OVERVIEW



Bayshore Home Health, 2155 Dunwin Drive, Unit 10, Mississauga, Ontario L5L 4M1



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Replagal therapy benefits Fabry disease patients



Fabry disease is a rare genetic disorder that inhibits the function of the enzyme alpha-galactosidase, which is needed to metabolize lipids. This leads to an accumulation of lipids in tissues such as the heart, kidneys, brain, skin, eye and nerve tissue. The build-up causes signs and symptoms that affect many parts of the body. In the past, females with Fabry disease have been described as carriers, suggesting that they do not have the disease. We now know that this is not correct. Both males and females with the affected chromosome have Fabry disease, but some females have less severe symptoms.

Enzyme replacement therapy can help to slow down the progression of Fabry disease. Through the work of the Canadian Fabry Initiative since 2006, many people have been receiving treatment by IV infusion once every two weeks.

Patients who receive the treatment have plasma rates of the enzyme similar to those in healthy individuals.

Bayshore Specialty Rx provides home infusions of Replagal, the enzyme replacement therapy for Fabry disease, through its Replagal HomePATH (Patient Assisted Team Health) program. The Replagal HomePATH program is available at no charge to patients and is funded by Shire Human Genetic Therapies. Replagal is fully funded by the Canadian Fabry Disease Initiative, through a randomization process. Patients work with a clinical case manager, receive their supplies and infusions in their own homes, and are encouraged to become involved in their care.

For more information, please contact jlowe@bayshore.ca

“Just a note to let you know how privileged I am to receive my treatment at home. I am terrified of hospitals and most probably would not have the courage to go there on a regular basis to receive my enzyme replacement therapy treatment.

The nurse supporting me with my treatment is a gem. She helps me, listens to me and gives me advice. I prefer this to going to the hospital.

Thanks again for this service, it is very much appreciated.”

– Dorothy Menard, Joliette, Quebec

Home infusions (continued)

Whelan, Bayshore’s Director of Pharmacy. “Our pharmacists also do in-home visits for children or elderly patients on chronic medications. We aren’t compensated for these visits from our contracted CCACs, but we feel that this service ensures the utmost in patient care.”

Bayshore’s one-stop-shopping approach to home infusions reduces stress for clients and families and leads to cost-effectiveness through having one source for medications, supplies and nursing. The medications provided include antibiotics, antivirals, chemotherapy drugs, hydration solutions, analgesics, total parenteral nutrition formulas, blood products, monoclonal antibodies and biologics. Bayshore is one of the first companies in Canada to administer intravenous immune globulin products in the home.

Each month, the company handles about 1,000 referrals for medication infusions and injection training, and its nurses make about 2,500 infusion-related visits. Nurses who perform home infusions have been certified in intravenous therapy, and Bayshore re-certifies their skills annually. “All of our nurses are trained in Basic Life Support, and a lot of them have their Advanced Cardiac Life Support (ACLS) or Pediatric Advanced Life Support (PALS), depending on the treatment and the medication they’re infusing,” says Nagy.

Home infusions offer more than convenience and the possibility for patients to receive treatment in the comfort of their own homes. “A lot of the infusions need to be done weekly, and when you’re sick with cancer or a chronic disease, you don’t want to go to a hospital every week,” adds Nagy. “Having infusions at home decreases the chance of infection. We also offer flexible scheduling and consistency of care – we make things easier for the client.”

For more information, please contact snagy@bayshore.ca or swhelan@bayshore.ca

COMMUNITY CARE CLINICS OFFER AN ALTERNATIVE TO HOSPITAL SETTING

Bayshore Specialty Rx operates 25 community care clinics across the country, including 14 in Ontario, that offer a comfortable environment and alternative to the traditional hospital setting for individuals who require infusion or injection of specialized drugs.

WESTERN CANADA

Calgary / Kelowna / New Westminster / Regina
Vancouver / Victoria / White Rock / Winnipeg

ONTARIO

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QUEBEC

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PLEASE CONTACT US FOR MORE INFORMATION

For more information about any of the services mentioned in this newsletter, please contact Sahar Whelan at swhelan@bayshore.ca (infusion pharmacy services) 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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