

Confluence

Bayshore Specialty Rx Newsletter



Network of clinics offers alternative venue for infusions



A row of infusion chairs at one of Bayshore's community care clinics.

Bayshore Specialty Rx's national network of community care clinics provides safe, convenient infusion and injection services to communities across Canada.

The 23 clinics feature certified infusion nurses with specific qualifications, such as one to three years' experience working in an ICU, CCU or ER setting. Physicians are always located in close proximity to the clinics, generally in the same building, in case of emergencies. A central point of contact, at the company's National Service Centre in Mississauga, offers fast, flexible scheduling, and patients' physicians receive post-infusion reports. Some clinics also offer evening and weekend service.

"The clinics offer efficiency and convenience, and access to medications that are not publicly funded, such as monoclonal antibody drugs for rheumatoid arthritis," says Tammy Ash, the program manager for Bayshore who oversees operations and clinical quality standards

for the clinics. "These drugs are Health Canada-approved, but the government hasn't decided if they'll cover them. In the meantime, we provide access to these drugs, which are usually covered through third-party insurers or paid for privately."

Other services offered by the clinics include adjuvant therapy for cancer treatment, enzyme replacement therapy for chromosomal or enzyme deficiency disorders and clinical trials for pharmaceutical companies. They also provide a range of wound care services that include vacuum-assisted dressing changes and wound debridement, for clients of government care programs.

Infusion clients visit the clinics according to their prescribed frequency of treatment. They are typically referred to the clinics through patient assistance programs sponsored by pharmaceutical companies. Physicians enroll patients, and once reimbursement has been established, Bayshore receives treatment referrals and arranges for medications to be delivered to the clinics from its infusion pharmacy.

Ash says that Bayshore maintains high clinical standards for its clinics, based on the most current evidence-based practices, and that clients are overwhelmingly pleased with the service they've received.

"Our clients are thrilled with the setting, the convenience of getting to the clinics and the comfort," she explains. "We have two to four chairs per clinic, compared to eight to 12 at hospital oncology clinics, so our service can be more personal."

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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 infusible and injectable drugs 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 23 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

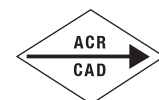
Assist pharmaceutical companies through support services that include specialized nursing, reimbursement programs, home infusions, injection training, clinical trials support and drug warehousing and distribution.

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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Helping clients obtain funding for infusion treatment



Tammy Ash, Program Manager for Bayshore Specialty Rx

For many patients, obtaining funding for infusion treatments can seem overwhelming. The staff at Bayshore Specialty Rx are glad to help clients who aren't sure where to turn.

"We can assist with most types of reimbursement, and direct clients to as-

sistance programs to get funding," says Tammy Ash, the program manager for Bayshore who oversees operations and clinical quality standards for the company's community care clinics.

For example, says Ash, there are patient assistance programs funded by pharmaceutical companies. "Some programs get very involved with regards to sending letters to insurance companies and being a real advocate for patients," she adds.

Bayshore staff can assist by liaising with patients' physicians and relevant contacts, such as the Trillium Drug Program and Cancer Care Ontario. "A website we use a lot is DrugCoverage.ca, where patients and health care professionals can go to investigate reimbursement for certain drugs," says Ash. "It tells you about funding according to province, and what you need to do to get coverage."

New infusion pharmacy facility open

Bayshore Specialty Rx's infusion pharmacy has moved into its new home. The 10,600-square-foot, state-of-the-art facility in Markham, Ont., officially opened for business on Nov. 17.

Featuring added space to store medications and supplies, two clean rooms (sterile areas) to prepare drugs, new high-tech equipment and modern production systems, the facility enables the company to keep pace with the demand for home infusion services.

"We've been hoping to expand for quite some time, and it's finally become a reality," says Sahar Whelan, Director of Pharmacy for Bayshore. "We now have nearly double the amount of space, and we're closer to many of our clients."

The pharmacy's clients include government care programs, pharmaceutical companies and other health care organizations. Whelan says that the modern facility enables her team to explore better ways to deliver service. It also offers the potential to expand the company's warehousing, distribution and manufacturing services, and take on more projects and clinical trials from pharmaceutical companies.

The new location includes a GMP-compliant warehouse and distribution facility which provides shipping and receiving, quarantine, release, fulfillment and returns management services for a variety of products that include infusion drugs, natural health supplements and cold chain/high cost biologics. Streamlined product flow and enhanced product security are achieved by having an infusion pharmacy that's adjacent to the warehouse facility.

"We aim to provide the best quality we possibly can," says Whelan. "The facility is focused on our clients and the quality of our products."

Making the infusion process smooth and seamless

Our aim is to make the infusion process smooth and seamless:

- A physician sends a service request to our National Service Centre.
- The patient is contacted and an infusion appointment is arranged.
- We arrange for medication and supplies to be delivered to the clinic prior to the infusion.
- A certified infusion nurse administers the medication.
- The patient is monitored throughout the infusion and during the post-infusion observation period.

COMMUNITY CARE CLINICS OFFER AN ALTERNATIVE TO HOSPITAL SETTING

Bayshore Specialty Rx operates 23 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

Kelowna / New Westminster / Vancouver
White Rock / Winnipeg

ONTARIO

Barrie / Brampton / Chatham / Hamilton
London / Mississauga / Oshawa / Ottawa
Richmond Hill / Sarnia / St. Catharines
Sudbury / Thunder Bay / Windsor

QUEBEC

Pointe Claire / Sherbrooke

THE MARITIMES

Halifax / Saint John

Clinic Network (continued)

In fact, the numbers say it all. "We provide surveys to patients the first time they come for infusion therapy," says Ash. "All have reported 95 to 100 per cent satisfaction with the service they have received."

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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