**Q: How can I get an appointment at the Infusion Center?**

* Once your provider sends over a complete order as well as any needed insurance information/authorization, we will reach out to schedule your appointment.
* New orders are reviewed periodically throughout the day. If any clarification is needed, we will reach out to your provider.

**Q: What are the hours of operation?**

* We are open for appointments at Christiana from 730-330 Monday-Friday and Wilmington 8-3. \*Hours may vary based on staffing/holidays.
  + Available appointment times will also vary based on the service you are receiving.
* We are only open on weekends for daily antibiotic patients.

**Q: What should I bring to my appointment?**

Please bring your photo ID and insurance information to every appointment.

**Q: Where is the Infusion Center?**

* At Christiana, we are in room R110 at the main hospital. Enter the building through the main entrance and the information desk will direct you where to go.
* At Wilmington, we are in the Gateway Building room 5E56. Enter the building through the main entrance and the information desk will direct you where to go.

**Q: Can I bring my child/dependent to my appointment?**

Patients are not permitted to bring children/dependents under 16 years of age while they are undergoing treatment.

**Q: Can I bring a support person to my appointment?**

Yes, one support person is allowed with you in the Infusion Center.

**Q: Is WIFI available?**

Yes, ChristianaCare provides free WIFI.

**Q: Are food/drink provided?**

We have light snacks available as well as beverages. You are welcome to bring your own food/drink to your appointment.

**Q: Can I schedule my appointment at either campus?**

Yes, however services offered at Wilmington Hospital are slightly limited.

* To be scheduled at Wilmington patients must be ambulatory.
* Please inquire when you schedule about appointment opportunities.

**Q: Are work notes provided?**

Work notes for patients are available upon request.

**Q: Where can I find information on the new COVID-19 Monoclonal Antibodies?**

Please call 302-428-2121 for any questions relating to referrals of bamlanivimab or casirivimab/imdevimab.

**Q: What COVID precautions are being taken?**

Please see the ChristianaCare COVID19 site for the most up to date information, <https://christianacare.org/coronavirus/>