**Q: How do I refer my patient to the Infusion Center?**

* Please fax the following information to us at 302-733-1561.
  + Complete order (including medication name, dose, route, frequency, duration, ICD10 code).
  + Patient demographics including insurance information.
  + Completed prior authorization if needed. Or provide confirmation from insurance that no auth is needed (with reference number or contact you spoke to).
* Once we have all the needed information, we will reach out to schedule your patient.
* Please note any missing or incorrect information will need to be clarified and may cause delays in scheduling.
  + Orders needing clarification will be faxed back to the sending office practice with a cover page detailing the needed information.

**Q: What medications are you able to administer?**

* For the most up to date and complete list please refer to the ChristianaCare Formulary.
* For non-ChristianaCare providers please call 302-733-1549 with any specific questions.

**Q: Are labs/office notes required for referral?**

* Depending on the medication being prescribed please send any relevant lab work.
  + For example:
    - For denosumab (Prolia®) or zoledronic acid (Reclast®) please send a calcium level and serum creatinine within the last 6 months.
    - For medications requiring negative TB testing (i.e. infliximab) please send confirmation of negative test or acknowledgment of abnormal results and permission to proceed.
  + For any specific medication questions please call the nurses line at 302-733-1549 (follow the options for providers),
* For any abnormal lab work please indicate that it is ok to proceed with the prescribed medication despite the abnormality.

**Q: How long are orders valid for in the Infusion Center?**

* We honor orders for a maximum of 6 months or for the indicated number of refills, whichever comes first. This excludes orders for controlled substances.
* Orders for controlled substances are valid in accordance with DE State Law.

**Q: Am I able to get my patient a same day appointment?**

For select clinical needs we may be able to accommodate same day appointments. Please call the nurses line to discuss urgent clinical needs (302-733-1549 follow prompts for provider)

**Q: Can I refer my patient for 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/>