



Our mission is to provide your infusion needs with the highest regard to safety and constantly strive for the best possible outcome. During the course of your care, we hope you will find our team to be friendly, accommodating, professional, and caring.

About Us

Valley Vital Care infusion pharmacy provides clinical infusion services and supplies to all eligible patients and is non-discriminatory to anyone on the basis of race, color, national origin, disability, English proficiency, or age. The scope of services we provide include:

- Compounding and delivering physician prescribed medications.
- Equipment, supplies, and education related to administering medication.
- Assistance in finding and coordinating physician prescribed nursing services, when applicable, to teach you how to administer medications, provide IV catheter care, and draw necessary laboratory specimens.
- Physician prescribed enteral feedings and ancillary equipment for administration.
- Regularly scheduled consultative clinical pharmacy follow-up.
- Regular correspondence with your insurance(s) to minimize any out-of-pocket costs for medications and supplies related to the physician prescribed infusion therapy.

Pharmacy Hours and Location

Our pharmacy hours are Monday through Friday 9am to 5pm. However, we may be reached 24 hours a day, 7 days a week through our main pharmacy phone number below for any *urgent* questions, concerns, or needs. We do have the ability to schedule and see patients and/or caregivers in the pharmacy for training or for certain physician prescribed treatments during regular business hours by appointment only.

Our facility is compliant with ADA requirements. If you plan on visiting our facility, and you require any assistance to accommodate, please inform our staff and we will be pleased to work with you to make your visit convenient and safe. Also, if you are unable to read or understand any of our training materials or consent forms, please let us know and we will be happy to read, explain, or translate any of those materials for you.

Valley Vital Care Locations

Valley Vital Care of Charleston, WV

Address: 4202 MacCorkle Ave SE, Ste B, Charleston, West Virginia 25304

Phone: 304-241-2340

Fax: 304-982-7771

Valley Vital Care of Richmond, VA

Address: 9323 Midlothian Turnpike, Suite S, North Chesterfield, Virginia 23235

Phone: 804-554-1500

Fax: 804-510-2244

Address: 5040 Sadler Place, Suite 101, Glen Allen, Virginia 23060

Phone: 804-554-1500

Fax: 804-510-2244

Valley Vital Care of Roanoke, VA

Address: 5251 Concourse Drive, Suite 2B, Roanoke, Virginia 24019

Phone: 540-212-2818

Fax: 540-212-2815

Valley Vital Care of Waynesboro, VA

Address: 1115 West Main Street, Waynesboro, Virginia 22980

Phone: 540-569-3463

Fax: 888-801-3124

Address: 1415 Crossings Centre Drive, Suite C, Forest, Virginia 24551

Phone: 434-363-9949

Fax: 888-801-3124

Valley Vital Care of Winchester, VA

Address: 105 Stony Pointe Way, Suite 120, Strasburg, Virginia 22657

Phone: 540-546-2950

Fax: 540-443-6882

Address: 905 Cedar Creek Grade, Suite 101, Winchester, Virginia 22601

Phone: 540-713-2511

Fax: 888-801-3124

Delivery of Medications and Supplies

At Valley Vital Care, every effort will be made to prepare your medication as soon in advance as is practical for your treatment. Considerations for the stability of compounded drugs, dosage adjustments, and your lab data may affect when your products are prepared and delivered. Our staff will keep an open line of communication with you via phone and/or e-mail to make sure the place and time of your delivery is convenient.

After your first delivery, we will contact you on a regular basis. We will review the delivered items remaining in your home and calculate what you will need in the next delivery. Taking a regular inventory is required to assure that you receive the correct items, that they are used at the correct rate, and on the correct schedule. If we determine that there is an issue with the use of your medicine or supplies, we will discuss it with you first, then possibly with your home care agency and/or your physician to assist in the best care possible.

Our Standards

The products and/or services provided to you by Valley Vital Care are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at www.ecfr.gov Many infusion pharmacy providers meet these standards. We exceed them.

Protocol for Resolving Complaints

Our patients always have the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the "Complaint Log" and completed forms will include the patient's name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified up to the owner of the company.

Call or e-mail us for any problems, questions, concerns, or issues:

(540) 569-3463 or info@valleyvitalcare.com

Valley Vital Care is accredited by the Accreditation Commission for Health Care (ACHC). You may contact them to express a concern, a complaint, or even a compliment regarding our services. They can be reached at (919) 785-1214. We encourage our patients to feel free to contact us first to discuss any concern they have about a safety issue. If you wish to file a complaint with the Virginia Board of Health Professions, they can be reached at (800) 533-1560. *The Food and Drug Administration (FDA) requires that we provide the following information to you: "Call your doctor for medical advice about side effects. You may report side effects to the FDA at 1-800-FDA-1088". Thank you* for allowing Valley Vital Care to participate in your care



Infusing with an Elastomeric Device

Equipment:

Antibacterial Soap, paper towels, and/or alcohol based hand sanitizer

Pre-filled elastomeric infusion device with attached tubing

Alcohol Pads

(2) Prefilled saline syringes

(1) Prefilled heparin flush

Procedure:

1. Prepare a clean working area.
2. Gather and organize supplies.
3. Check the medication label on the elastomeric infusion device and verify:

Correct patient name

Correct medication

Correct dose

Beyond use date – Please use the elastomeric devices in previous deliveries before using the newly delivered so not to go beyond their expiration date, unless specifically instructed to do so by Valley Vital Care.

4. Wash hands thoroughly (preferably under warm running water with liquid soap and drying with a clean paper towel). Alcohol based hand sanitizers are fine to use as well if there are difficulties with proper hand hygiene as long as hands are not visibly dirty.

5. Make sure the elastomeric device has warmed to room temperature by removing it from the refrigerator prior to the time of administration. Valley Vital Care fills these devices using the **fill port**. Please keep the **fill port cap** on the device. A one way valve within the **fill port** keeps the medicine inside the elastomeric device if the **fill port cap** is unscrewed. Refer to the picture for the emboldened terms.

NOTE: insufficient warming of the elastomeric device may result in a slow infusion. DO NOT WARM IN A MICROWAVE, HOT WATER, OR OVEN! You can simply warm it in your hands or close to your body if you forget to remove it from the refrigerator ahead of time. It is generally safe to infuse IV medications cold, especially through a PICC or central line, though it is not preferable as it lengthens the physician prescribed infusion time.

Our elastomeric devices come delivered pre-primed with no air in them. If you want to check to see if it is primed, you may remove the **end cap** at the end of the tubing, release the **clamp**, fluid will slowly drip out of the **tubing**. The **end cap** keeps the **luer lock connector** tip sterile. It is not necessary or advantageous to clean the **luer lock connector** with an alcohol pad after removing the **end cap** prior to connecting to the IV access. Be careful not to touch the uncapped end of the **tubing**.

6. Scrub the injection cap or connector on the IV access with an alcohol pad for 15-30 seconds. Connect a new saline syringe and flush briskly the IV access with 5-10 ml. Remember S.A.S.H. DO NOT PULL BACK ON THE SYRINGE OR CHECK FOR BLOOD RETURN (this will shorten the lifespan of the IV access by eventually creating a clot within the line). Disconnect the saline syringe and throw away.

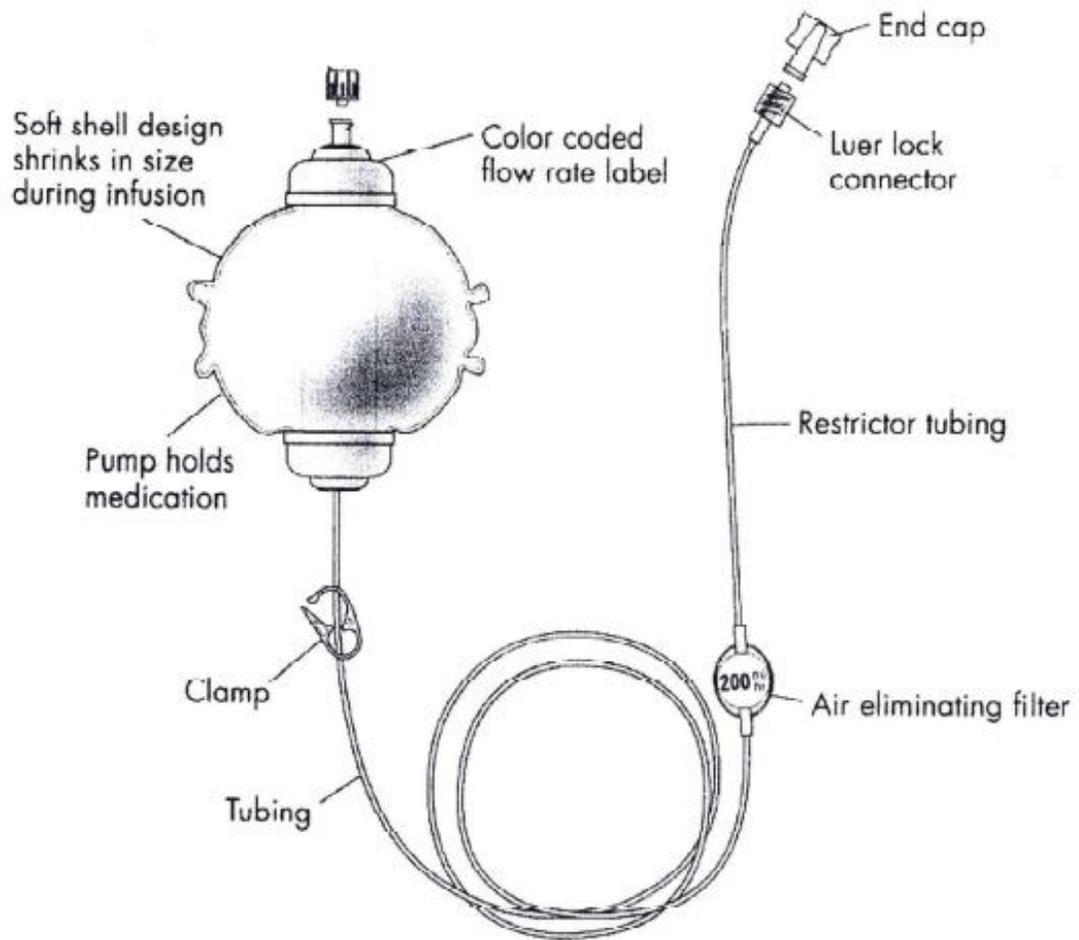
7. Scrub the injection cap or connector on the IV access with an alcohol pad for 15-30 seconds. Remove the **end cap** on the elastomeric infusion device and connect to the IV. Open the **clamp(s)** all along the IV device and **tubing** to begin the infusion.

After the infusion is complete:

The elastomeric device will be reduced to its central core. Disconnect the device from the IV. Scrub the injection cap or connector on the IV access with an alcohol pad for 15-30 seconds and flush with saline as in step 6 above.

Scrub the injection cap or connector on the IV access with an alcohol pad for 15-30 seconds and flush with the heparinized solution.

This completes the S.A.S.H. process. (SALINE, ADMINISTER DRUG, SALINE, then HEPARIN) heparin sits in the line between infusions to prevent any backflow of blood in the line from clotting. Some IV's do not need the heparin. Always follow the instructions provided by your health care team. These printed instructions are only to be used to refresh teaching provided.



SASH Instructions

1. Start with a clean work area.
2. Gather your supplies as shown on your SASH Training mat.
3. Remove the plastic wrappers from your Saline and Heparin syringes and discard.
4. Wash and dry your hands thoroughly.
5. Prepare your Saline and Heparin syringes by removing the air in each syringe and place back on your SASH mat.
6. Scrub the end of the PICC/Mid Line IV catheter with alcohol (15-20 seconds).
7. Remove the cap on the Saline syringe and connect syringe to the IV catheter.
8. If there is a clamp on the PICC/Mid Line, open the clamp.
9. Push the Saline syringe plunger to flush your IV catheter with 5-10ml of Saline. Remove the syringe when flush is complete.
10. Scrub the end of the PICC/Mid Line IV catheter with alcohol (15-20 seconds).
11. Remove the butterfly cap from the end of the pump's tubing and connect the tubing to the IV catheter.
12. Once the tubing is connected, open the clamp on the tubing to start the IV infusion. Check the medication label, time your dose, and allow the bulb/pump to completely collapse.
13. Once the medication has completely been infused, rewash your hands and dry.
14. Remove the tubing/empty pump, from the end of the IV catheter.
15. Scrub the end of the PICC/Mid Line IV catheter with alcohol (15-20 seconds). Remove the cap on a new Saline syringe. Connect the syringe to the IV catheter. Push the Saline syringe plunger to flush your IV catheter with 5-10ml of Saline. Remove the syringe when flush is complete.
16. Scrub the end of the PICC/Mid Line IV catheter with alcohol (15-20 seconds). Remove the cap on the Heparin syringe. Connect the syringe to the IV catheter and flush with 3-5ml of Heparin. If your PICC/Mid Line has a clamp, close the clamp and remove the Heparin syringe from the IV catheter.
17. Place alcohol swab cap on the end of the PICC/Mid Line IV Catheter.

Please reach out with any questions or concerns.

Watch the video!



VC-1011_0624



Why Heparin Locks?

We encourage all patients, unless you have an allergy to heparin, to follow the SASH process as directed in your documentation. While there has been a movement for hospitals to cut the use of heparin and even advise patients to not use the heparin at home, we have seen a significant increase in occluded lines by patients electing not to use heparin at home. Without heparin, over time blood begins to stick to the inside of the line eventually clogging the line requiring replacement. Our best defense to prevent the line from clotting off is twofold, first, ensure we flush the saline briskly and secondly, using heparin as directed.

Valved lines do not require the use of heparin, however, if we are uncertain or know the line is not valved, heparin is indicated per our protocol. The use of heparin in a valved line will not cause any harm, it is simply not required. Of course, any patient has the right to choose not to use heparin. We simply advocate for the use as it remains part of our standard protocol for best practice in caring for your line. If a patient elects against the use of heparin and the line becomes occluded there may be additional costs to either clear the line with medication, or have the line replaced at the hospital. Even with the use of heparin, there remains a chance the line will occlude, we simply find it to be less frequent and without additional risk. As always, if there are any questions or concerns, we are here for you!

Thank you,

Your Valley Vital Care clinical team