

COVID-19 Frequently Asked Questions

As your healthcare partner, Specialty Infusion would like our patients to know that the safety of our patients is our #1 priority. We understand that it's important to keep our patients informed and provide helpful resources and tips during this situation. [See below for frequently asked questions.](#) If you have any additional questions not covered in the Q&A, please feel free to contact us at 212-776-9090.

1. What steps is Specialty Infusion taking to disinfect our sites?

Prior to the COVID-19 outbreak, Specialty Infusion has always taken extra measures to keep our sites safe and clean for our patients. Specialty Infusion has always cleaned and wiped down recliners and end tables after each patient. Since the COVID-19 outbreak in New York, our clinical staff has increased the frequency and rigor of cleaning frequently touched areas, including but not limited to door handles, outside doorbell, sink handles, water cooler, and tops of soap and hand sanitizer dispensers.

2. What precautions is Specialty Infusion taking to protect its patients' health?

- a. Alcohol-based hand sanitizer is available at check-in.
- b. Patients are screened for symptoms at check-in.

c. All of our centers are closed centers. Only people with scheduled appointments are allowed to enter. Anyone with symptoms of fever, cough, and shortness of breathe are asked to please reschedule their appointment.

d. We have updated our guest policy. Patients may NOT bring guests to appointments unless the patient is less than 18 years of age or requires mobility assistance.

e. We are minimizing all other exposures, as well as, deliveries to our sites and ensuring that deliveries be placed outside our sites only.

f. Our elective Wellness Infusions have been suspended and only patients who require medically necessary treatments are allowed on-site.

3. Are there masks available for patients?

Due to the nationwide PPE shortage, we do not have enough supply to offer masks to all our patients. If you have access to a mask, we recommend that you wear it to your appointment. If you do not have access to a mask, we recommend that you wear a cloth face covering. All staff is required to wear a mask on-site.

4. How does receiving biologics affect my chances of contracting COVID-19?

Generally speaking, patients who take medications that suppress their immune system are at increased risk for infection. However, there is a consensus among specialists that the risk of a flare or exacerbation of your autoimmune disorder is greater than the potential risk of getting COVID-19. Therefore, it is recommended not to discontinue

your biologic treatment. However, these recommendations may change as researchers learn more about COVID-19 and how it relates to autoimmune disorders. We are monitoring the new research closely. Please contact your provider directly for specific concerns regarding continuation of your treatment.

5. Is Specialty Infusion scheduling patients differently because of COVID-19?

We have limited the number of patients onsite within the same time frame.

6. Can I delay my infusion because of COVID-19?

It is not recommended that you delay your infusion. Delays in therapy can lead to flares or exacerbations. Additionally, certain biologics need to be dosed timely to avoid antibody formation to the medication. However, if you are sick, please reschedule your appointment.

7. How many staff members will be onsite?

There will be a maximum of two staff members on-site at any given time.

8. If I am diagnosed with COVID-19, can I still come for my infusion?

NO. If you are diagnosed with COVID-19, you cannot come onsite for a minimum of 14 days after diagnosis. You will need to get a repeat test that is negative prior to rescheduling.

9. If I am diagnosed with COVID-19, how long do I need to wait before I can come in for my infusion?

If you are diagnosed with COVID-19, you cannot come onsite for a minimum of 14 days after diagnosis. You will need to get a repeat test that is negative prior to rescheduling.

10. How do you recommend I get to my infusion?

Governor Andrew Cuomo asked those to avoid public transportation, if possible. If you are unable to walk or take a car, we recommend that you schedule your appointment around off-peak times for public transportation use. In addition, you will receive an automated email confirmation for your visit if needed to validate that you are attending an essential medical appointment.

11. What do I do if I am feeling COVID-19 symptoms?

Receiving an infusion while battling any type of acute illness (influenza, upper respiratory infection etc.) is contraindicated. If you are not feeling well, please reschedule your appointment. If you are concerned that you have COVID-19, it is best practice to get tested.

12. What do I do if I live with someone experiencing COVID-19 symptoms?

a. If you are living with someone who has COVID-19, please reschedule your appointment and monitor their and your symptoms. If you develop symptoms, it is best practice to get tested. We recommend that you maintain distance from sick contacts.

b. If you are living with someone who may have COVID-19, it is recommended that they get tested and reschedule your appointment pending their results.

Please note that the novel coronavirus (COVID-19) is a new virus with much to learn. We are staying up to date on new research and will communicate any changes in a timely fashion. As per CDC recommendation, we continue to encourage you to implement the following:

- Wash your hands frequently with soap and water for a minimum of 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer containing at least 60% alcohol.
- Do not touch your nose, mouth, or eyes with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home if you are sick.
- Cover your cough or sneeze with a tissue or your elbow and wash your hands immediately after.
- Clean and disinfect frequently touched objects.
- Wear a cloth face covering in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies).



Copyright © SPECIALTY INFUSION 2020 All rights reserved.

www.specialtyinfusion.com