

American *Outcomes* Management

REFERRAL PROCESS

- Each new patient referral is sent to an established team consisting of a nurse manager, pharmacist, and insurance specialist.
- AOM maintains a dedicated referral line and fax line to properly direct, manage and expedite the referral process.
- Immediately after the team receives the patient referral the following procedures are initiated:
 - Obtain the necessary demographic information, patient information and request the physicians' orders.
 - The patient is then contacted and introduced to AOM. During the introduction an initial clinical assessment is made over the phone.
 - AOM then verifies benefits with the insurance company, obtains authorization and contacts the physician for a letter of medical necessity and any additional information required.
 - AOM will then arrange and coordinate the nursing services required to deliver the patient's treatment. When necessary, AOM will arrange to schedule the first dose in the physician's office to monitor the patient's response to the treatment.
 - After AOM receives the physician's order and the authorization for treatment from the insurance company, the AOM Pharmacy will process the order to be shipped to the patient so that it will be received within 24 to 36 hours of the scheduled treatment. The home infusion appointment is scheduled by AOM with the patient and the specialized homecare nurse.
- At the patient's first treatment they will receive an AOM New Patient Packet, which includes:
 - Teaching materials about their treatment.
 - Information regarding the storage of their medications.
 - Information defining their insurance benefits.
 - Information about AOM and its full scope of services plus contact information for reaching an AOM pharmacist 24/7.
- AOM sends all medications reconstituted unless otherwise specified.
- At the completion of each patient treatment, the nurse will call their report into AOM from the patient's home. At that time, the nurse will schedule the next treatment date and time and review any specific supply needs required for the next treatment.
- While in the patient's home, the nurse discusses the adverse reactions the patient might experience within the next 2 days following the treatment. A member of the AOM Team will then contact the patient 48 to 72 hours post-treatment to follow up on the clinical and social aspects of their treatment.
- One week prior to the next infusion date, a member of the AOM Team will contact the patient to confirm the treatment date and the scheduled delivery of the medication.
- AOM will make every attempt to service every patient referred. In the event we are unable to provide service, we will help find a suitable provider for the patient.