

Frequently Asked Questions

Infusion Services FAQs for Providers

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 COVID-19 Monoclonal Antibodies.

Q: What COVID precautions are being taken?

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