You have a patient who has been prescribed a provider-administered medication. What do you do next?

**1. Identify an Infusion Center**
You can use NICA’s Infusion Center Locator to find the best infusion center for your patient [www.locator.infusioncenter.org](http://www.locator.infusioncenter.org).

Some insurers charge a larger copay for hospital-affiliated infusion centers compared to non-hospital centers. Some manufacturers and infusion centers have resources, like financial navigators, who can assist patients. Take advantage of support programs and make sure your patient selects a convenient and economical infusion center that aligns with your patient’s schedule and lifestyle.

**2. Contact the Infusion Center**
Contact the infusion center to learn about their referral process and request their infusion order form. If the infusion center does not have a form, you can find a sample form here: [www.infusioncenter.org/infusion-order-form](http://www.infusioncenter.org/infusion-order-form).

**3. Send Drug Order & Update With the New Order Set**
Send over the patient’s medical history, including home medications and allergies, as well as chart notes along with the completed order form. Documentation supporting the patient’s diagnosis (including pertinent test results) and previous treatments that have been tried and failed are very helpful and often required by insurance companies.

**4. Inform Patient of Treatment Requirements**
Some medications require pre-treatment screening for contraindications such as pregnancy or latent infections such as TB or Hep B. Review the medication Prescribing Information found online and ensure your patient is informed about any pre-treatment screening requirements.

**5. Prepare Your Patient**
NICA has several resources explaining biologics, infusions, and what to expect on infusion day. These free educational resources can be found on NICA’s website. [www.infusioncenter.org/education](http://www.infusioncenter.org/education).
The National Infusion Center Association (NICA) is a nonprofit advocacy organization formed to improve patient access to office-administered intravenous and injectable medications and therapies. For more information about NICA, visit [www.infusioncenter.org](http://www.infusioncenter.org).

### How to Write an Infusion Referral

#### The 5 R’S of an Infusion Referral

1. **Right Patient**
   - Always include the patient’s demographic information (name, DOB, insurance, including copies of the cards, and contact information). This allows the clinic to contact the patient and begin the prior authorization process if needed.

2. **Right Drug**
3. **Right Dose**
4. **Right Time & Frequency**
5. **Right Route**

#### Diagnosis Codes

Orders require a valid ICD-10 diagnosis code that is evident in the patient’s medical records. To ensure a diagnosis code is billable, provide a code that is as specific as possible.

#### Office Notes

Typically, the clinic administering the treatment will handle the prior authorization of the medication. Not every prior authorization requires office notes, but that information does assist the clinic and may help prevent delays.

#### Sample Order Form

**Infusion Clinic Name:** Best Infusions Inc.  
**Phone:** 111-111-1100  
**Fax:** 111-111-1122

**ReReferral Status**
- [ ] New Referral
- [ ] Order Renewal

**Patient Information**

- **Patient Name:** John Doe  
- **DOB:** 01/01/99  
- **Sex:** [ ] M  
- [ ] F
- **Weight:** 180 lbs/kg  
- **Phone #:** 555-555-5555

Please check that the following are included:  
- [ ] Patient demographics & insurance information
- [ ] Clinical progress notes, H&P, labs, test results
- [ ] Current medication list

**Diagnosis**

- **ICD-10 Code:** E###
- **Date of last infusion/injectable:** 01/01/19

**Referring Physician Information**

- **Physician Name:** Jane Jones, MD
- **Practice Name:** PCP Clinic
- **Office Contact:** Regina George
- **Phone number:** 123-456-7890
- **Fax number:** 123-456-7878
- **Email:** referrals@pcpclinic.com

**Medication Order**

- **Medication:** Biologic
- **Dosing:** 8mg IVP
- **Frequency:** Every 2 weeks
- **Comments:** Verify pre-treatment protocol

Ensure order includes all necessary information such as secondary medications (to be given before infusion or as needed) infusion rate titration protocol, and/or patient monitoring orders as applicable.

**Type of Access**

- [ ] Peripheral
- [ ] PICC
- [ ] Midline
- [ ] Port
- [ ] subcut
- [ ] IM

**Physician Signature:**  
**Date (order valid 1 year):** 01/01/20

Make an effort to build a professional rapport with the infusion center’s Infusion Referral Coordinator or the appropriate staff member in the center who manages new infusion referrals. Creating a relationship with the clinics you refer to most often can help both you and your patient feel comfortable during their infusion journey.