

INFUSION CENTER LOCATOR TROUBLESHOOTING

DISCLAIMER: The NICA team strives to ensure that the Infusion Center Locator is working correctly. However, glitches do happen. Please see the tips below to address common issues you may encounter when navigating the Locator.

TIP 1:

Use either Google Chrome or Mozilla Firefox when navigating through the Locator. It does not currently work using Internet Explorer or Microsoft Edge.

TIP 2:

Allow the page to know your location! This notification will pop up in the top left of your screen when first accessing the Locator. If you do not allow the page to know your location, the Locator will default to Austin, TX and not allow you to search outside of that area.

TIP 3:

Use the zip code of the desired location or the city and state (e.g. Austin, TX) to search for the most convenient site of care. If you are getting a notification under the Search bar stating that it cannot find your location, try refreshing the page a time or two. If you continue to have issues, please clear your cache.

TIP 4:

Adjust the mileage from the default of 30 miles in the search bar to find centers as close as 5 miles or as far as 100 miles away from the zip code or city and state.

TIP 5:

Click on a listing under the search bar to pull up the location's profile.

TIP 6 (FOR PATIENTS):

Always call a physician prior to making an appointment to ensure they still administer the medication needed and accept your insurance. Although we encourage providers to keep their profiles up-to-date, we cannot guarantee that the information will always be correct.

If you need assistance at any point, please reach out to Ashley Kana, Member Relations at ashley.kana@infusioncenter.org.