

Welcome to IVX Health!

Our mission to redefine the care experience – and improve the lives – of those in our care. We are honored to provide your infusion or injection treatments at our local centers. We are here to make this transition as simple and smooth as possible.

Here's what to expect as an IVX Health patient.

1. We work directly with your referring provider to secure all the necessary paperwork to move your treatments to us.
2. Once we complete the benefits investigation and prior authorization process, we will contact you by phone to schedule your first appointment.
3. During the process, we can help you explore any financial assistance and copay programs available for your treatment. If you are already enrolled in a specific program, please let us know.
4. When you arrive for your first appointment, we will capture some additional information, including your demographics and medication history. We will also confirm the insurance we have on file.
5. Once we are ready to begin your treatment, one of our clinicians will explain the procedure to you and answer any of your questions.

If you have any additional questions or concerns about your care, don't hesitate to contact us at <http://www.ivxhealth.com/contact> or by calling your local center.

Patients first, period.

Conveniently located in the communities where people live and work, we deliver high-quality, personalized care in a private, comfortable setting so patients can continue to live their best lives.

At our local centers, you will experience:

- Private suites for all patients
- Comfortable recliners, with chairs for guests
- High-speed WiFi and free snacks
- Flat screen TVs with streaming TV and movies
- Flexible scheduling, open 7AM-7PM Mon-Sat by appointment
- Friendly clinical staff deliver personal service

We want to hear from you.

IVX Health truly values your feedback. We offer several avenues to share with us, including:

1. **Patient Survey** - Every patient is offered an anonymous, confidential electronic survey at the end of the infusion services during the discharge process. Survey feedback is delivered securely and electronically to the Director of Patient Experience. If the patient requests follow-up and provides contact information via the survey, follow-up occurs within 48 hours.
2. **Regional Leadership** - You may speak to the Regional Operations Director (ROD) either directly, or with a follow-up phone call if the ROD is not present at the time of the feedback by asking any staff available at the center.
3. **Grievance Form** - You may fill out an electronic or paper grievance form that is delivered directly to the Director of Patient Experience and responded to within 48 hours.

4. **Contact Us (Website)** – You may submit a complaint through the IVX Health website, which is routed to the Director of Patient Experience.
5. **Clinical Patient Advocate** - You may email Matt Munden, Director of Nursing at mmunden@ivxhealth.com with any patient complaint.
6. **Grievance Hotline** – You may leave a message on our ethics hotline, where the patient can choose to provide their contact information or remain anonymous. Ethics hotline is (855) 461-2764.

You may also make inquiries or complaints about this facility by calling Medicare at 1-800-MEDICARE and/or, the Accreditation Commission for Health Care (ACHC) at (919) 785-1214.

Thank you.

If you have questions or would like a tour before your appointment, please contact us anytime.

- **Phone:** www.ivxhealth.com/locations
- **Online:** www.ivxhealth.com/contact

We understand you have a choice in where you receive care. Thanks for choosing us.

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IVX Health

About IVX Health

IVX Health is a national provider of infusion and injection therapy for those with complex chronic conditions such as rheumatoid arthritis, Crohn's disease, multiple sclerosis, and other conditions.

IVX Health's national footprint of outpatient infusion centers are conveniently located in the communities where patients live and work. IVX Health's experience-first model includes amenities such as flexible appointment scheduling with evening and weekend availability, guaranteed private suites, high-speed Wi-Fi, flat screen TVs with streaming TV and movies, and comfortable recliners with room for guests. For more information on IVX Health and its existing locations, visit www.ivxhealth.com.