

## Visitor Policy

Pediatric patients are allowed an authorized visitor during treatment (parent/guardian or relative 18 years of age or older). If your child does not require a visitor to stay for treatment but requests a visitor to be present for the IV start, this is allowed. For any questions related to the Visitor Policy, please ask your child's Patient Care Coordinator or nurse.

## Cancellation/Rescheduling Policy

Should you need to cancel or reschedule your appointment due to illness or a personal emergency, please call us as soon as possible, at least 24 hours in advance, at the following toll-free numbers:

- Ontario: 1-877-299-1014
- Western Canada: 1-866-276-2588
- Quebec: 1-877-694-4246

Please do not call your nurse as they are not responsible for scheduling appointments.

## Late Arrival Policy

We understand that delays can occur on your way to your treatment. Our late policy allows for a 20-minute window after your scheduled appointment time. Depending on the volume of patients that day, we may need to reschedule your appointment to a later time or date.

## Contact Us

For more information or to schedule an appointment, contact one of our Patient Care Coordinators:

- Ontario: 1-877-299-1014
- Western Canada: 1-866-276-2588
- Quebec: 1-877-694-4246

Email: [info@inviva.ca](mailto:info@inviva.ca)



## INVIVA®: Adult Patient Guide

INVIVA® is Canada's first and only nationally accredited community-based private infusion network.

# About INVIVA®

Established in 2013, INVIVA® proudly stands as Canada’s first and only accredited infusion and injection network with approximate 70 clinics in community settings across the country. Our over 300 Registered Nurses are experts at administering specialty and biologic drugs intravenously, subcutaneously, and intramuscularly.

Moreover, they are specially trained in multiple therapeutic areas, including immunology, oncology, neurology, gastroenterology, rheumatology, and serving all populations including geriatrics and pediatrics.

Since 2018 INVIVA® has met Accreditation Canada’s Qmentum Accreditation Program requirements, and aligns with the standards of quality, safety and care offered in hospitals.

In our relentless pursuit for clinical excellence, INVIVA® was awarded six additional standards in 2022, including Cancer Care, Home Care Services, Ambulatory Care Services, Medication Management, Infection Prevention and Control, and Leadership Standards.

## Complimentary Services

- **Blood draws:** We offer blood draw services in many of our clinics. Please check with your INVIVA® Patient Care Coordinator if this service is available at the clinic of your choice. If you receive a provincial blood requisition signed by your physician, kindly bring it with you to your appointment.
- **TB Testing:** We offer TB testing (QuantiFERON®-TB Gold Plus and skin test) pre-treatment at selected locations. Your physician will notify you if this is necessary prior to your child’s treatment.
- **Free parking, WI-FI and snacks:** Internet access and a variety of snacks and beverages are available for your enjoyment.

## INVIVA Staff Directory and Contact Information

POSITION/LOCATION	NAME	CONTACT DETAILS
Main Clinic		
Patient Care Coordinator		
Regional Manager		
Referring Coordinator		
Family Doctor		
Specialist Doctor		
Nurse Practitioner		

## What to Expect During an Infusion/Injection

When you choose to undergo your treatment at one of our clinics, our dedicated care team will be with you every step of the way. Our Patient Care Coordinators are here to coordinate your health journey, ensuring a smooth process, while our highly trained nurses administer your treatment with genuine kindness and compassion.

Total appointment time for your infusion may be 2-6 hours (including the post-treatment monitoring time).

### Welcome and check in

- You will be greeted by the INVIVA® nurse who will be caring for you.
- You will be required to sign some Consent forms.



### Pre-treatment (15-30 minutes)

- Your nurse will take your vital signs (temperature, blood pressure, pulse, etc.) and will ask questions about your overall health, including infections and allergies.
- Depending on your treatment, you may be required to take a prerequisite test or medications beforehand to help manage or lessen the risks for reactions during treatment, like allergic reactions or nausea.

### Treatment (1-4 hours)

- Your treatment will last between 1 to 4 hours for a regular infusion and up to 4 to 6 hours for a longer infusion.
- During your treatment, you will be seated in a supportive chair with all your belongings. Be sure to have some entertainment and snacks on hand to pass the time.
- Your nurse will monitor you closely from start to finish.
- Make sure you tell your nurse of any changes in how you feel during the infusion.
- If an infusion reaction occurs, your nurse may stop or slow the rate of your infusion.



### Post-treatment (up to 1 hour)

- Your nurse will monitor you for up to 1 hour after your infusion for any reactions or side effects.
- If you choose to not stay for the observation period, you will be required to sign a release form.
- Should you have any signs or symptoms up to 24 hours after your treatment, contact your doctor right away or go to the emergency room.