

THE RECOVERY ROOM IV THERAPY DIFFERENCE:

REFERRAL PROCESS

1

COMPLETE REFERRAL FORM

- Visit www.recoveryroomivtherapy.com and download the appropriate form.
- Complete the entire referral form, paying extra attention to the REQUIRED DIAGNOSTICS and the REQUIRED DOCUMENTATION CHECKLIST.
- Submit the completed referral form, along with required documentation via fax: 480-866-8189, email: admin@recoveryroominfusion.com
- Our patient care navigator team will confirm receipt with your office via a referral notification.

2

BENEFIT AND REFERRAL ASSESSMENT

- The contents of the referral packet will be reviewed to ensure completeness.
- Our insurance team will contact the carrier for benefits verification and prior authorization requirements.
- If additional documentation is needed for a patient financial assessment, the patient resource specialist will reach out to the patient.
- Our patient care navigator will contact both the referring office and the patient to welcome them and answer any questions.

3

INFUSION IS SCHEDULED

- Once benefits are confirmed, our staff will contact the patient to schedule infusion treatment.
- New patients are provided a “center introduction” to provide logistical information and answer initial questions.
- In preparation for a new patient’s first appointment, the patient resource specialist will review insurance benefits and assistance programs.
- After 3 failed attempts to schedule, the patient will be referred back to the practice.

4

FOLLOW UP

- After the patient has been seen in the infusion center, a record of the patient's visit is faxed to the referring physician.
- After the patient's infusion treatment a record of their experience, progress, and treatment notes are emailed to provide your office documentation.
- Our caring and compassionate patient care navigator is available @ 480-865-3322
- One of our local infusion services specialists will follow up with the referring office to confirm the best possible infusion experience.

EASY PROCESS • EXPERT CARE

Referring your patient has never been easier. We do *all the heavy lifting*, including **PRIOR AUTHORIZATIONS**. Our simple referral process is the result of decades of practice and expertise. We take excellent care of you and your patient. Our pleasant patient experience has been crafted from the high expectations of our founder, a medical professional herself, with a focus on proficiency and compassionate care. Our commitment to excellence is shaped by our desire to be the best provider for your patients' infusion needs. Call today to learn more and start **Experiencing the Difference** for your office and your patients!

DEDICATED PATIENT RESOURCE SPECIALIST • STATE-OF-THE-ART CLINIC • INFUSION TRAINED ADVANCED PRACTITIONER
DURING EVERY TREATMENT