



ALEX M LAM, MD

INSTITUTE FOR RHEUMATOLOGY & INTEGRATIVE MEDICINE
600 NORTH HIATUS ROAD SUITE 105 PEMBROKE PINES FL 33026
WWW.GOIRIM.COM PHONE 954.620.0011 FAX 954.620.0238

INFORMATION REGARDING YOUR INFUSION

What our patients should know and prepare for

- Make sure to drink plenty of water the night before infusion. This will help aid our nurses when they place infusion line in vein.
- Although your appointment may be scheduled for a certain time, please know that you may not be seated and infused at that time. We ensure that we are working as fast and diligently as possible, and ask that you be patient.
Our check in process is as follows:
 - *Collect referrals/copays/co-insurance/balances*
 - *Infusion medications must be mixed and diluted*
 - *Vitals must be taken for each patient (Weight, blood pressure, pulse, etc.)*
 - *Blood may need to be drawn before infusion*
- Keep in mind that we are limited on space in our infusion area, we will not allow any additional person/s or children in the infusion area. Any additional person/s will have to wait in the waiting room. We strongly recommend you do not bring children as they will remain in the waiting room unattended.
- Although we do provide blankets when requested, you may bring your own blankets & pillow to make yourself comfortable.
- As some infusions may last a few hours, we encourage patients to eat breakfast or bring food/snacks to your infusion.
- Our WiFi “PatientPoint Welcome” is provided for patients. You may bring a laptop/tablet/phone to use while being treated. Feel free to access our patient portal for access to your chart and send us a message!
Patient Portal Website: <https://healthportalsite.com>
- We ask that you be courteous to your infusion neighbors, keep music/computer at a reasonable sound level, place cell phones on silent/vibrate and please keep cell phone conversation low and at a minimum.
- Because our physicians do have a full schedule, please take the time to address any questions/concerns when your physician attends to you in our infusion area.
- Please contact your insurance to confirm whether or not you will need a referral before your infusion appointment.
- If you have any questions in regards to payments (copay, coinsurance, balances), please contact our infusion staff prior to your appointment.