



Welcome Letter

We are pleased to be your provider of home infusion therapy. SISU Healthcare has locations in Nevada and Arizona. **Your therapy may be filled at either location and provided to you by your local branch.**

Our goal is to provide the best care to individuals and support their families while working through their course of therapy and treatment to achieve the best possible outcome.

Our staff is available to assist you 24 hours a day, 7 days a week. Our staff includes patient advocate liaisons, pharmacists, nurses, pharmacy technicians and billing staff.

During admission to our services, you will receive a copy of your rights and responsibilities as a patient of SISU Healthcare Solutions. If we will be visiting you on a regular basis, you will be asked whether you have a living will or advance directive. A **Living Will** is designed to be used to give your wishes in advance about your medical treatment applicable to the specific conditions stated therein, (**Advance Directives**) and additionally or alternatively for you to appoint someone whom you would wish to be consulted and involved in decisions of your medical care and to represent your views. Please let our staff know if you have an advance directive and post a copy in your home so we may respect your wishes.

If a local or regional disaster occurs while you are receiving SISU Healthcare Solutions' services, we will make every attempt to assist you to ensure your safety. If you are receiving infusion medication, equipment or other services that cannot be interrupted without risk of your health and safety, you will be identified as a patient with priority needs. In case of a life-threatening emergency, please call 911 to receive services without delay. If you can no longer safely remain in your home, go to the nearest emergency shelter. Consult local radio or television stations for instructions about the location of transportation and emergency shelters. We will work cooperatively with you and emergency medical personnel to provide necessary equipment and services.

For your safety and protection, SISU Healthcare Solutions staff will always wear a SISU Healthcare Solutions badge with a photo ID. SISU Healthcare Solutions may use a Courier Service for your deliveries. Additionally, SISU Healthcare Solutions conducts pre-employment reference and criminal background checks as well as pre-employment and random drug screening.

If you have a concern about the quality of our care, please feel free to call us at the local number on your Work Order/Delivery Ticket and ask to speak with a Supervisor/Manager. We believe strongly in continuous performance improvement and rely upon your feedback to improve the quality of our services. All complaints will be addressed within 3 business days, formal reporting and resolution will be completed within 10 business days unless the agency documents a reasonable cause for delay. Below you will find the contact information to our Corporate Office in addition to some important regulatory phone numbers should you require further assistance or resolution to a concern.

Agency/Resource	Arizona	Nevada
State Board of Pharmacy	(623) 934-0583	(775) 850-1440
State Board of Nursing	(602) 331-8111	(888) 590-6726
ACHC	(919) 785-1214	(919) 785-1214
Dept of Public Health	(602) 542-1000	(775) 684-4000
Advance Directive Information	(800) 352-8431	(702) 229-6596
SISU Branch	(480) 999-4488	(702) 577-1617

SISU Healthcare Solutions – Las Vegas Branch

871 Grier Drive, Suite B2
Las Vegas, NV 89119
(702) 577-1617
(888) 890-3411 (toll-free)

SISU Healthcare Solutions – Tempe Branch (Corporate Office)

914 S. 52nd Street, Suite 110
Tempe, AZ 85281
(480) 999-4488
(888) 890-3411 (toll-free)

To view all the above information entirely, please visit our website at www.sisuhealthcaresolutions.com or scan the QR code.

You may also request a printed copy at any time.

