

Your Parenteral Nutrition (PN) is Being Transferred to Another Provider. Now What?

The Oley Foundation has developed a set of questions, which has been reviewed by clinical experts, pharmacy providers, and patients with relevant experience. These questions are designed to assist clinicians and educate patients when transitioning between different companies for IV therapies. Transitions of care can be difficult for everyone involved, and we hope that these questions can serve as a helpful tool during these transitions.

Before you make any calls, consider gathering the following:

- Make a detailed list of your supplies, including all regularly and occasionally used items. Provide manufacturer names and item numbers from the packaging to help the new pharmacy source the same products.
- Record the serial numbers of your current pumps. Remember chargers, pole clamps, and other accessories that will need to be returned to the existing pharmacy and requested by the new pharmacy.
- Make a list of your current care providers, their contact information, and the PN and IV prescriptions they order, including any specialty doctors.
- Contact your insurance provider to confirm continued home infusion coverage and request a list of in-network providers.
- Note any unique accommodation or requests (such as delivery day, delivery box weight limits, etc.)

Questions to consider asking your current company if you've been notified that your care is being transferred:

Why am I being transferred?

- Do I have any say in where I am transferred and what factors determine my options?
- Who can I talk to about the concerns I have about this transfer?

What company is taking over my care and when is this happening?

- How can I contact the new company?
- Will my new pharmacy know all my needs and medications?
- Have they received my relevant medical record, PN prescription, and other prescriptions to avoid any potential errors?
- Is there anything I need to do?

Do I need to do anything with my insurance to switch pharmacies?

- Is the new pharmacy already working with my insurance, or do I need to take action to help with the transfer?
- Who will help me with insurance related questions such as:
 - Will the new company be in-network?
 - Will my coverage be the same?
 - Should I expect new charges with the transition? (for example - deductibles, out of network charges, rent-to-own equipment, etc?)
 - Are there any charges that won't be covered as part of my daily (per diem) TPN coverage?

What steps are being taken to ensure a smooth and safe transition?

- Will my deliveries continue without disruption until the transfer is complete?
- Is there a summary of the steps being taken to ensure a smooth transfer?
- When can I get a copy of the transition plan and a general checklist of what the pharmacies are doing behind the scenes on my behalf?
- Will any equipment need to be returned and how will that process work?
- Who do I contact from your company during this transition period if issues come up?

Questions to consider asking your new company if you've been notified that your care is being transferred:

What is your experience with home PN?

- How many PN patients do you currently serve?
- Will I have access to pharmacists, dietitians, and nurses with experience with PN and central line care?

Would you explain to me your policies, procedures, and general approach for PN patients?

- Will I still be able to follow my current protocols, such as doing dressing changes myself?
- Will I receive a list of policies, procedures, protocols?
- Do you require any training on equipment before starting services?
- Do you offer any training on equipment or supplies?
- Do you offer training on PN or central line related skills?
- Are you experiencing any product shortages? If so, how might this affect my PN, and what are your plans to manage shortages?
- Do you have a dietitian and how often can I expect to talk to them?
- If I have pharmacy related questions, am I allowed to talk to the pharmacist directly?
- For caregivers: Do I need paperwork to communicate with you on behalf of my family member or to access their medical records?

What do I need to know about my PN supplies, equipment, and ordering process?

- Are you planning any changes to my current PN formula? If so, why?
- Will you make any changes to my current supply and equipment list?
- What pump do you use and do I have any options?
- What are the standard supplies included with each order?
- What items come in your dressing change kit?
- Am I able to order supplies outside of the standard order (i.e. IV3000 dressings, betadine, etc.)?
- Can we review my current list of supplies and discuss changes and options?
- What is the weekly supply ordering process and what do I do if my order is wrong or incomplete?
- Are there limits on how many of certain items I can order?
- If the equipment provided is different from I'm used to, who will train me on using it?
- Will I receive a standard back up pump?

How will my delivery schedule work?

- How often will my supplies be delivered?
- When should I expect my first delivery from you?
- Can I choose a preferred delivery day?

How are insurance and billing handled?

- Who will help me with insurance related questions such as:
 - Is your company in-network?
 - Will my coverage stay the same?
 - Should I expect new charges? (for example deductibles, out of network charges, rent-to-own equipment, etc?)
- Who will help me with my billing questions such as:
 - Are there any charges that won't be covered as part of my daily (per diem) TPN coverage?
 - If I have a co-pay, how much will it be?
 - Will I have any out of pocket expenses?

Who do I contact if I have questions during this transition?

- Is there a specific person at the new pharmacy I can reach out to with general questions?

What do I do in case of an emergency or if something goes wrong?

- What are your after-hour procedures?
- Do you provide 24/7 on-call clinical support?
- Who do I contact for after-hours emergencies?

Do you have everything you need to start my care?

Additional Resources

The American Society for Enteral and Parenteral Nutrition (ASPEN) provides guidance on discharge from hospital to home using this Practice Tool. While these resources are focused on discharge from hospital to home, many of the principles apply to all transitions of care. Oley asks transferring pharmacies to verify that all the steps outlined in this Practice Tool are taken before initiating the patient's transfer.

- [Safe Care Transitions for Patients Receiving Parenteral Nutrition](#)

Once the steps listed in the Practice Tool above are completed, the following workflow will apply. Oley created a document, Workflow Considerations for the Transfer of Medical Orders of Parenteral Nutrition (PN) as an outline for pharmacies to follow when transferring patients.

- [Workflow Considerations for the Transfer of Medical Orders of Parenteral Nutrition \(PN\)](#)

Oley is a member of the [National Transitions of Care Coalition](#) (NTOCC). They provide a detailed process for evaluating patients who transfer from one setting to another. Please see their page for further guidance.

- [NTOCC Transitions of Care Bundle](#)

About Oley

The Oley Foundation is a non-profit organization that advocates for and represents the home nutrition therapy community. Our vision is to create a world where those on IV nutrition and tube feeding are united, supported, and empowered to successfully manage and thrive on home nutrition support. We believe in inclusivity and value the collaboration of patients, caregivers, and healthcare professionals. Your participation and contributions help make Oley a unifying platform for sharing best practices and providing patient-centered care. To learn more about our initiatives and opportunities to get involved or to make a donation, visit www.oley.org.

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