

MUNSON HEALTHCARE (MHC)

How to Schedule Infusion Treatment

Affects: Cadillac, Charlevoix, Frankfort, Gaylord, Grayling, Kalkaska, Manistee, Traverse City

Below are order requirements and how to schedule your patient for infusion treatment close to home.

Please provide:

- Patient Demographics
 - patient name
 - DOB
 - gender
 - address
 - phone numbers
 - insurance information
- Ordering Provider
 - name
 - address
 - phone
 - fax
 - If ordering provider is not credentialed with Munson, please provide medical license # and NPI#
- Recent Office Note that supports reason for the treatment, including medical history
- Current medication list

If you are pursuing a patient assistance program on behalf of your patient, please send information so we can coordinate scheduling, shipping, and billing. A copy of the application is also helpful.

Order Specifics

- Order on prescription paper CANNOT be accepted because it contains the watermark “Invalid” on it
- Orders for therapeutic infusions are highly encouraged be on a Munson Healthcare preprinted order when available to help ensure all required information is provided up front
 - Munson Healthcare Intranet, Department, Pharmacy, Chemotherapy Treatment Templates
 - Category (e.g. asthma, rheumatology, supportive care)
 - Search alphabetically by drug name, example “Iron”
- Some Munson Healthcare order pages are available on the external facing MHC website.
 - Munsonhealthcare.org, For Providers, Referral Forms, Infusion Clinic
- If you don’t have access to Munson Healthcare Intranet, or cannot find the order set you need, please call your local Infusion Center to request an order form before submitting.

Drug Order must include:

- Patient name and DOB
- Order date and expiration date
- Drug, dosage, route, and frequency
- Diagnosis and ICD-10 code
- Printed/legible provider name
- Provider signature, date, time (no stamped signatures accepted)

How to Schedule Patient for Infusion

- Fax order to the Infusion Center where the patient will be receiving treatment:
 - Cadillac: **231-876-6430**
 - Charlevoix: **231-547-8094**
 - Frankfort: **231-352-2237**
 - Gaylord: **989-731-7748**
 - Grayling: **989-344-4822**
 - Kalkaska: **231-258-7901**
 - Manistee: **231-398-1485**
 - Traverse City: **231-935-6979**
- Order will be sent to Insurance Verification/prior authorization before the patient is contacted.
- If approved by insurance: Patient will be scheduled.
- If denied by insurance: Ordering provider will be notified so you contact the patient to discuss treatment.

For questions or to request an order form, call Munson Healthcare Infusion Services:

- Cadillac: **231-876-6420**
- Charlevoix: **231-547-8571**
- Frankfort: **231-352-2232**
- Gaylord: **989-731-7760**
- Grayling: **989-344-5800**
- Kalkaska: **231-258-7910**
- Manistee: **231-398-1590**
- Traverse City: **231-935-6861**