

## **FAQ and Information Sheet:**

### **How soon can I get in to the clinic?**

Mainline aims to offer every new patient a first appointment within 1 week of receiving the referral.

### **How much do iron infusions cost?**

There are 2 costs: the iron itself and a clinic fee for the IV administration.

The iron is a prescription medication and sold by MacDonald's Pharmacy. A full course of 1000mg Iron Sucrose (4 infusions) costs \$400, or \$100/dose. Patients with drug plans through their extended health benefits will often have some or all of this cost covered, as per their individual plan.

MacDonald's Pharmacy is able to apply your insurance coverage immediately over the phone and patients will simply need to pay any remaining amount. The cost of iron will obviously be lower for patients referred for less than the standard 1000mg.

Mainline charges \$125/infusion and this covers the facility, clinical/administrative staff and materials. Patients with extended health benefits that include a "Health Spending Account" or "Out of Hospital Nursing Coverage" may be eligible to have some or all of this cost reimbursed as well. Patients should check with their provider first to confirm whether this cost is covered. Mainline will provide patients with all necessary receipts needed to submit a claim.

### **Are there any side effects to the infusions?**

The majority of patients do not experience any side effects. A small percentage may feel mild muscle aches and fatigue several hours after their infusion or develop a mild rash. This usually responds well to Tylenol/Ibuprofen and is self-limited. Another small portion of patients will notice their urine will briefly be a darker colour. This is benign and will go away without the need for intervention. Should there be any other specific concerns, the Mainline staff are available to consult over the phone.

### **How long before I start to feel better?**

Typically, clinical improvement starts 3-4 days after your first infusion and should continue until 7-10 days after your final infusion.

### **How long does each infusion take?**

Infusions typically take 1 hour to complete. Depending on the patient, it may take slightly longer if clinically necessary.

### **How quickly can I finish the set of infusions?**

Patients can book 2 infusions/week if their schedule permits. The standard, full course of 4 infusions can be completed in just under 2 weeks. After their first appointment patients are able to book subsequent appointments online.

### **Do I need to do anything to prepare for the infusion?**

No specific preparation is necessary but wearing warm, comfortable clothing and being well hydrated can help the nursing staff establish an IV.

### **Do you have WiFi?**

Yes