



## Contact Information

**800 886-9222 or 727 573-7847**

**Fax – 800 886-9229 or 727 573-0535**

Regular hours of operation are Monday – Friday 9am-5:30pm EST, but we are available 24hr/day, 7 days/week for questions or special needs. If you need us after hours, just call our toll-free number and you will be directed to the person on-call. You may also leave a non-urgent message at an individual extension.

You may also visit our website at <http://infuserveamerica.com>

### Pharmacists:

Call for questions regarding medications

Randy Breton Ext 503  
Kerry Earlywine Ext 550  
Joe Haynes Ext 297  
Jenrose Kratz Ext 571  
Huy Nguyen Ext 538  
Mirza Tajic Ext 542

### Patient Coordination:

Call to place orders

Orders@infuserveamerica.com  
Call and ask your case manager any questions.  
Case Management Lead:  
Ashley Kramer Ext 246

### Billing:

Call for questions regarding billing or insurance issues~  
Ryan Cornwell Ext 201

### Logistic Manager:

Call for delivery questions:  
Shawn Sullivan Ext 298

### Nursing Resource:

Call for questions regarding procedures, quality issues~  
Stacey Dewing, RN Ext 209

**Please feel free to call our toll-free number – anyone on staff will be happy to assist you with any questions or concerns.**

# About Infuserve America

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The roots of Infuserve America begin with the American dream. A young man (Sarkis Kazarian) arrives in America from Armenia with very little money. He works hard, raises a family and starts his own business with the help of his brothers and sisters.

Kazarian Pharmacy was born. By offering great products at reasonable prices, the pharmacy is a great success for Mr. Kazarian and for the patients who get their prescriptions filled there. These basic principles are what drive Infuserve America.

My name is David Kazarian, and inspired by my father, I also became a pharmacist and took over Kazarian Pharmacy. Soon after, I became interested in infusion therapy. When I moved to Florida, Infuserve America was born.

Interfacing with various infusion companies, nursing agencies and insurance companies, I became aware of practices others were using that did not promote quality care and even took advantage of patients. I was outraged when patients that no longer had insurance coverage had to pay inflated out of pocket prices they could not afford for services that were truly needed. I vowed that Infuserve America would not be caught up in an unethical system, and we have provided high quality and affordable services since inception.

At times, we may recommend a product or method of delivery that might be a little more expensive. When we do this, we have good reasons. In addition to being concerned about your pocketbook, we are also concerned about your safety. Infusion services are not without risk, and we want to take every precaution to guard against infections and deliver medications in a way that would comply with manufacturer's recommendations for safety.

Infuserve America's mission is to provide high quality, cost conscious, in-home infusion medications, equipment and supplies. These services provided directly to you, the patient, are designed to meet your needs in the comfort and safety of your own home.



**David Kazarian, CEO**

# Important Paperwork

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It is important for you to sign some forms and send them back to us when you begin your services. The **Consent/Assignment of Benefits** form is the document that allows your insurance company to reimburse us.

Under the federal HIPAA privacy rule we are required to give you notice of our privacy practices. The **Notice of Privacy Acknowledgement** is your agreement that we have provided you with this information. We also provide you with a **Patient's Bill of Rights and Responsibilities**.

We will also include printed information about your medication. If you ever need to speak with a pharmacist about medications, or a nurse about procedures, please do not hesitate to call us.

If for any reason your service is not exceptional, we encourage you to communicate that to us so we can remedy the problem. Please see the page with our contact information to reach Ashley Kramer for grievances, or one of the pharmacists. Additionally, we are accredited by the Accreditation Commission for Healthcare (ACHC) and if grievances are not resolved to your satisfaction, you may report this to them at 919 785-3011. You may also report unexpected serious adverse reactions, product quality problems, therapeutic failure and product use errors to the FDA at 1-888-463-6332.

Copies of these forms are included in this section. Click on each one and read it carefully. You must also return the signed Acknowledgment Form to our physical address or email: [orders@infuserveamerica.com](mailto:orders@infuserveamerica.com). It is critical that we receive it as soon as possible.

**It is very important we receive this form as soon as possible!**