

What our customers have to say...

"I was overwhelmed with the courtesy and professionalism of all the staff. The pharmacist was wonderful, and really helped me stay on track and understand my care and medications."

— Patient

"I used to use another vendor for home infusion, because I didn't know I had a choice. The difference is like night and day! Empire Home Infusion is so much more professional, knowledgeable and reliable. I am so happy that I switched!"

— Patient

"Empire Home Infusion is always my first choice for infusion services because the patient is always their main concern. The response time is excellent; I never have to request a call back to confirm coverage or availability. And, my patients are always genuinely impressed with their services. From the minute a staff member answers the phone, it is obvious that I am working with a professional, knowledgeable and caring group of people."

— Hospital Case Manager

"The staff and drivers are team players and do outstanding work. Very caring and loving employees."

— Caregiver

Our Mission

To be a leader in home infusion pharmacy, medical equipment and respiratory services, promoting all services as a partner in the continuum of health care to achieve optimal outcomes in a patient-friendly manner.

Office hours:

Monday - Friday, 8 am - 4 pm

On-call:

24 hours a day, 7 days a week

(800) 720-4058 or (518) 899-8103

fx (518) 899-2968

Owned by Eddy Visiting Nurse Association,
a local not-for-profit home healthcare agency.



COMMUNITY HEALTH ACCREDITATION PROGRAM



**Empire Home
Infusion Services**

The Eddy

ST PETER'S HEALTH PARTNERS

10 Blacksmith Drive
Malta, NY 12020
northeasthealth.com
sphp.com

EMPIRE HOME INFUSION SERVICES



**Empire Home
Infusion Services**

The Eddy

ST PETER'S HEALTH PARTNERS

Empire Home Infusion Services —

We're a part of your community which means that we understand the people we serve and tailor our services to meet the unique needs of each patient.

Infusion therapy services for —

- Antibiotics
- Chemotherapy
- Nutritional Therapy
- Pain Management
- Other specialty intravenous medications

Experienced staff

Our highly qualified and experienced staff includes infusion pharmacists, pharmacy technicians, delivery technicians and specialized billing representatives, all of whom dedicate themselves to providing you excellent service. And, it shows in our consistently high patient satisfaction scores.

Responsive turn-around

- four (4) hours for new orders
- two (2) hours for existing patients with changes in orders
- deliveries are routed two (2) times a day to ensure prompt response

IV Nursing available on request

- onsite first dosing
- chemotherapy hookups
- teaching prior to hospital discharge

You can count on us for:

- **Nursing availability** - Our pharmacy and delivery teams are closely integrated with the nursing team at Eddy Visiting Nurse Association serving patients in Albany, Columbia, Greene, Rensselaer, Saratoga and Schenectady counties. In the remainder of our service area, our team has a 15-year history of working closely with the nursing staff of home care agencies caring for our patients.
- **Satisfaction** - at 97 percent, our patient satisfaction scores are consistently above national benchmarks.
- **Product sterility** - medications are prepared in a class 10,000 clean room reducing the risk of contamination.
- **Product stability** - refrigeration units in delivery vehicles guarantee product stability.
- **Outstanding patient outcomes** - exceeding national benchmarks.
- **Pharmacist on-call system** - pharmacists have full access to patient records after hours to address any questions related to patient services.
- **Expertise** - we are experts in the care of patients with complex and chronic conditions, as well as pain management and end-of-life care.

Insurances

We participate with most major insurances, including but not limited to:

- Aetna
- APA Partners
- Blue Shield Northeastern New York and Senior Blue
- Capital District Physicians' Health Plan (CDPHP)
- Empire Health Choice (formerly Empire Blue Cross/Blue Shield)
- EPIC
- Fidelis Care
- GHI
- Home Care Advocacy Program -HCAP (The Empire Plan)
- Medicaid
- Medicare
- Medicare Part D (most Medicare D plans)
- MVP
- POMCO
- Quad Med
- United Healthcare (UHC)

Our 16-County Service Area

Albany, Clinton, Columbia, Dutchess, Essex, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Ulster, Warren and Washington counties.