

# Patient Information

Home Delivery designed around you – the service you can rely on



**Factor Direct home delivery service has been designed with your haemophilia care team to support your home infusion programme. This service is provided by Baxter to extend the professional support that you already receive at hospital by providing a personal home delivery service**

## **Factor Direct offers you...**

### More time:

- Freedom from frequent hospital visits just to collect your factor and other supplies, giving you more time for everyday life

### Convenience:

- Deliveries organised at a time agreed with you to fit around your family life. We also remove your clinical waste when we make the delivery

### Flexibility:

- Extra deliveries available in an emergency
- Alternative UK delivery addresses can be arranged for students away from home or for times when you know in advance that you are not going to be in
- Deliveries can be arranged to fit around your holidays so that you have all of the factor that you need for your trip

### Friendly and knowledgeable Coordinators:

- Our small, dedicated team of coordinators manage every stage of the Factor Direct service for the Haemophilia Centres and for you, working closely with your healthcare team

## **How does the Factor Direct Service Work?**

Your coordinator will work with your Haemophilia Centre and yourself, to provide the delivery service, factor concentrates and ancillary items that you require. As part of the initial set up process, we will ensure that you are supplied with the ancillary items that you prefer; eg you might have a particular type of needle that you are already familiar with

Your Factor Direct coordinator will seamlessly manage every stage of the Factor Direct service to deliver precisely the supplies you need at an agreed date and time slot. A delivery calendar is provided to remind you when your deliveries will be

Before each scheduled delivery, your coordinator will call you to check your current stock levels and ask if there is anything else you need. Your address details will also be confirmed

Dedicated drivers will deliver your factor concentrate and ancillary items (including sharps bins) in a discreet, plain van. They will also remove your clinical waste when they make the delivery

Your coordinator will contact you again afterwards to check that everything is satisfactory

**It's as simple as that**

## **Patient feedback about Factor Direct...**

***'A really excellent, efficient service, I can get on with my life'*** Cox Market Research, 2008

**BAXTER & YOU**

Shaping the future of haemophilia together

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Baxter Healthcare Ltd., Wallingford Road, Compton, Nr. Newbury,  
Berkshire RG20 7QW Tel. 01635 206080