

Pediatric-friendly Care

When your child undergoes their treatment at one of our clinics, our dedicated care team will be with your family every step of the way. Our Patient Care Coordinators are here to coordinate your child's treatment journey, ensuring a smooth process, while our nurses will administer your child's treatment with genuine kindness and compassion.

Providing privacy

- Some INVIVA® clinics have a dedicated pediatric room with movies, activities and space for one parent or guardian to stay with the child during his or her appointment.
- All our clinics are equipped with privacy screens that can be placed between your child and the other patients.

Medical expertise

- All INVIVA® clinics are equipped with pediatric-sized medical supplies.
- Our nurses are extensively trained in providing exceptional care to pediatric patients, with some holding PALS training (Pediatric Advanced Life Support).

Easing pain and anxiety

- The INVIVA® Comfort Promise ensures that your child will be offered a variety of techniques to support them during an uncomfortable procedure, as well as comfort kits to help relieve anxiety during an IV start or injection.
- Your child is welcome to bring a comfort item such as a teddy, blanket or other favorite toy.
- INVIVA® can offer assistance with obtaining topical medication, easing the discomfort during IV insertion.

Consent for Pediatric Patients

At your child's first appointment, you will be required to sign a Consent for Treatment Form as well as a Consent Form regarding the collection, disclosure and use of your child's medical information. Because there is no age of consent in Canada (except in Quebec), your child may be able to consent for themselves. Your nurse will work with your child and family to determine if this is possible.

Parents or guardians are expected to be at the first injection appointment or the first 4 infusion appointments.

If you decide to have another person stay with your child or pick them up after an infusion or injection, we kindly ask that you complete and sign a release form for their safety and protection.

Visitor Policy

Pediatric patients are allowed an authorized visitor during treatment (parent/guardian or relative 18 years of age or older). If your child does not require a visitor to stay for treatment but requests a visitor to be present for the IV start, this is allowed. For any questions related to the Visitor Policy, please ask your child's Patient Care Coordinator or nurse.

Cancellation/Rescheduling Policy

Should you need to cancel or reschedule your appointment due to illness or a personal emergency, please call us as soon as possible, at least 24 hours in advance, at the following toll-free numbers:

- Ontario: 1-877-299-1014
- Western Canada: 1-866-276-2588
- Quebec: 1-877-694-4246

Please do not call your nurse as they are not responsible for scheduling appointments.

Late Arrival Policy

We understand that delays can occur on your way to your treatment. Our late policy allows for a 20-minute window after your scheduled appointment time. Depending on the volume of patients that day, we may need to reschedule your appointment to a later time or date.

Contact Us

For more information or to schedule an appointment, contact one of our Patient Care Coordinators:

- Ontario: 1-877-299-1014
- Western Canada: 1-866-276-2588
- Quebec: 1-877-694-4246

Email: info@inviva.ca



INVIVA®: Pediatric Patient Guide

INVIVA® is Canada's first and only nationally accredited community-based private infusion network.

About INVIVA®

Established in 2013, INVIVA® proudly stands as Canada's first and only accredited infusion and injection network with approximate 70 clinics in community settings across the country. Our over 300 Registered Nurses are experts at administering specialty and biologic drugs intravenously, subcutaneously, and intramuscularly.

Moreover, they are specially trained in multiple therapeutic areas, including immunology, oncology, neurology, gastroenterology, rheumatology, and serving all populations including geriatrics and pediatrics.

Since 2018 INVIVA® has met Accreditation Canada's Qmentum Accreditation Program requirements, and aligns with the standards of quality, safety and care offered in hospitals.

In our relentless pursuit for clinical excellence, INVIVA® was awarded six additional standards in 2022, including Cancer Care, Home Care Services, Ambulatory Care Services, Medication Management, Infection Prevention and Control, and Leadership Standards.

Complimentary Services

- **Blood draws:** We offer blood draw services in many of our clinics. Please check with your INVIVA® Patient Care Coordinator if this service is available at the clinic of your choice. If you receive a provincial blood requisition signed by your physician, kindly bring it with you to your appointment.
- **TB Testing:** We offer TB testing (QuantiFERON®-TB Gold Plus and skin test) pre-treatment at selected locations. Your physician will notify you if this is necessary prior to your child's treatment.
- **Free parking, Wi-Fi and snacks:** Internet access and a variety of snacks and beverages are available for your enjoyment.

INVIVA Staff Directory and Contact Information

POSITION/LOCATION	NAME	CONTACT DETAILS
Main Clinic		
Patient Care Coordinator		
Regional Manager		
Referring Coordinator		
Family Doctor		
Specialist Doctor		
Nurse Practitioner		

What to Expect During an Infusion/Injection

When you choose to undergo your treatment at one of our clinics, our dedicated care team will be with you every step of the way. Total appointment time for your child's infusion may be 2-6 hours (including the post-treatment monitoring time).

Welcome and check in

- You will be greeted by the INVIVA® nurse who will be caring for your child.



Pre-treatment (15-30 minutes)

- Your child's nurse will take their vital signs (temperature, blood pressure, pulse, etc.) and will ask questions about their overall health, including infections and allergies.
- Depending on your child's treatment, they may be required to take a prerequisite test or medications beforehand to help manage or lessen the risks for reactions during treatment, like allergic reactions or nausea.

Treatment (1-4 hours)

- Your child's treatment will last between 2 to 4 hours for a regular infusion and up to 4 to 6 hours for a longer infusion.
- During treatment, your child will be seated in a supportive chair, with all your belongings next to you. Be sure to have some entertainment and snacks on hand to pass the time. Privacy screens will be placed between your child and the other patients.
- Your child's nurse will monitor them closely from start to finish.
- Make sure your child tells their nurse of any changes in how they feel during the infusion.
- If an infusion reaction occurs, the nurse may stop or slow the rate of your child's infusion.



Post-treatment (up to 1 hour)

- Your nurse will monitor up to one hour after your infusion for any reactions or side effects.
- If you choose to not stay for the observation period, you will be required to sign a release form.
- Should you have any signs or symptoms up to 24 hours after your treatment, contact your doctor right away or go to the emergency room.