



# The Factor Program

Supporting health care services  
and programs for our patients  
and community





## Our Center

The Boston Hemophilia Center is a combined program of Brigham and Women's Hospital and Children's Hospital Boston. We care for more than 400 adults and children with congenital bleeding disorders. Our center is the largest hemophilia treatment center in New England. As a federally funded hemophilia treatment center, we provide comprehensive care to children and adults with bleeding and thrombotic disorders. Our model of patient care is designed to provide integrated, multidisciplinary care that promotes the highest quality of life for our patients and their families.

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**To find out more about our center, log onto our Web sites:**

[childrenshospital.org/hemophilia](http://childrenshospital.org/hemophilia)

[brighamandwomens.org/hematology/services.aspx](http://brighamandwomens.org/hematology/services.aspx)

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## Our Factor Program

In 1992, congress established the 340B Drug Program so federally funded hemophilia treatment centers could generate revenue to support and enhance services to their patients and to the bleeding and thrombotic disorders community. The Boston Hemophilia Center's Factor Program was established as a non-profit factor delivery service in 1999. Revenue from our organization has enabled us to run our program, expand and improve our center's services to our patients and increase support to our community. Our program seamlessly integrates cost-effective pharmacy services with your comprehensive care.

### Services provided

- All brands of clotting factor
- Wide range of infusion supplies
- Home delivery
- Coordination of home infusion nursing services
- Attentive customer service
- Ongoing clarification of insurance coverage for factor
- Waste disposal program
- Patient education programs
- 24-hour phone contact

## **Who is eligible for the Factor Program?**

All patients of the Boston Hemophilia Center are eligible.

## **What is the difference between the BHC non-profit Factor Program and for-profit home care companies?**

Our non-profit organization serves our patients and community, whereas commercial suppliers' profits go to stock holders. Net revenue from the Factor Program may only be spent to run our program and enhance services to our patients and to the bleeding and thrombotic disorder community.

The service we provide is comparable to, and in many regards better than, that provided by large for-profit homecare companies because:

- In contrast to outside delivery services, our pharmacy staff is an integral part of the clinical team.
- Pharmacy and clinical staff work together to solve customer service issues and answer questions quickly.
- Our bottom line is not profit. Our bottom line is your care, safety and long-term health.

## **Do I have to use the BHC's Factor Program?**

No. Any choice you make for your home delivery service is respected. The Boston Hemophilia Center works with many regional home care companies. We just want to make sure you know that you have the option of using our program as a patient of our center.

## **How do I order factor and supplies?**

Once you are enrolled, simply contact our pharmacy directly (see contact information on back). Our pharmacy services are provided by Eaton Apothecary, a local, independent pharmacy. Members have direct access to our pharmacy staff. The pharmacy maintains an after-hours answering service for urgent shipments.

## **What about home infusion nursing services?**

Our staff works closely with expert infusion nurses who provide, among other benefits, the convenience of treatment at home that is less disruptive to daily life and significantly reduces trips to the hospital.

## **How do I enroll?**

Contact our Factor Program Operations Manager, Clifford Haas.

# Contact information

## **Factor Program operations manager**

Clifford F. Haas

BWH Hematology; SR-312

75 Francis Street

Boston, MA 02115

Phone: 617-732-5409

Fax: 617-732-5706

Email: [cfhaas@partners.org](mailto:cfhaas@partners.org)

## **Factor Program pharmacy**

Eaton Apothecary

Phone: 617-265-3323

Fax: 617-265-3326



BRIGHAM AND  
WOMEN'S HOSPITAL

## **Boston Hemophilia Center Adult Service**

Brigham and Women's Hospital

Phone: 617-732-5844

[brighamandwomens.org/hematology/BHC.aspx](http://brighamandwomens.org/hematology/BHC.aspx)



Children's Hospital Boston

## **Boston Hemophilia Center Pediatric Service**

Children's Hospital Boston

Phone: 617-355-6101

[childrenshospital.org/hemophilia](http://childrenshospital.org/hemophilia)

A member of the Hemophilia Alliance



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