



Nutricia  
Nurses work  
to a robust clinical  
governance framework  
to ensure patient  
safety and provide  
Best Care at  
all times.

# Nutricia provides support for patients, carers and healthcare professionals

## Nurse Connect Service

**1300 557 397**

Weekdays 7am - 9pm^  
Weekends & Public Holidays 9am - 5pm^

## Nutricia Clinical Care Line

For product information and usage enquiries

**1800 060 051** (toll free)

Weekdays 9am - 5pm AEST  
nccl@nutricia.com

## After Hours Support

For clinical Nursing queries regarding  
an enteral feeding tube, infinity pump  
or troubleshooting support.

**1300 557 397**

Weekdays 7am - 9am; 5pm - 9pm AEST  
Weekends & Public Holidays 9am - 5pm AEST



AT HOME



Nutricia Australia Pty Ltd, Talavera Corporate Centre  
Level 4 Building D, 12-24 Talavera Rd, Macquarie Park NSW 2113  
[www.nutriciamedical.com.au](http://www.nutriciamedical.com.au)

^Australian Eastern Standard Time

# Nutricia Nursing Service



# Comprehensive support for patients at home



Support for participants accessing the NDIS



Clinical Care Line – dedicated accredited practicing dietitian to provide product and usage information



After hours phone support, 7 days a week with a dedicated Nutricia team



A national team of registered Nurses experienced in enteral feeding to provide care in the community



Dedicated customer experience representatives to process product orders and manage patient registrations



Infinity pumps can be loaned or purchased including training, troubleshooting, support and advice

## AT HOME PLUS

An online portal supporting patients transition from Hospital to Home. Prescribed nutrition products can be ordered anytime, anywhere [athome.nutricia.com.au](http://athome.nutricia.com.au)



The Nutricia at Home app enables real time check-ins, training and troubleshooting support via one-to-one video calls with a Nutricia Nurse



Easy to use online registration process for initiating patients on Nutricia at Home [www.nutriciaathome.com.au](http://www.nutriciaathome.com.au)



Home Pharmacy service for PBS-listed products<sup>†</sup>, DVA clients and metabolic products



Online ordering for patients<sup>†</sup> [www.nutriciastore.com.au](http://www.nutriciastore.com.au)



National delivery service



## Nutricia Nurses provide best care for your patients

Specialising in enteral nutrition, Nutricia Nurses can support patients transitioning from the hospital into the community, providing the skills, support and reassurance they need to help keep them independent, and at home.

Nutricia nurses are:

- ✓ AHPRA registered
- ✓ NDIS worker screener checked
- ✓ Working with children checked

They can provide:

- Infinity Pump and Bolus feeding training
- In home Balloon Gastrostomy and Low Profile Device tube changes
- Clinical troubleshooting tubes
- Daily care of the tube and stoma site
- Technical support for Infinity Pump
- Support calls
- Lifetime care and support in the home environment

Where is your patient being discharged to?

### At Home

Nutricia can provide training and ongoing support to your patients before they are discharged or when they arrive back home\*

### Residential Care or Assisted Living Facilities

Nutricia can provide support and education for aged care facilities who currently use, or plan to use, Nutricia products\*\*

### School/Other care settings

Nutricia can support training requirements for those caring for someone with an enteral feeding tube

\* Subject to availability and location. \*\* Subject to Nutricia terms and conditions of loan pumps