

# SUPPORTING PATIENTS WHEN THEY NEED IT MOST

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



Option to text during the video call

Photos can be taken and shared during the call\*

Shows the patient when they're in 'video'

Menu to access useful resources

Ability to 'flip' the screen to demonstrate equipment or emphasise certain points

Patient privacy protected with scheduled and anonymous calls\*\*

\*All data exchanged during a call is automatically deleted overnight.

\*\*Protection and privacy in compliance with all applicable laws, including the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable State and Territory-based health privacy legislation.



# ONE CALL RESOLUTION FOR PATIENT PEACE-OF-MIND

Patients and Carers can now connect directly with a dedicated Nutricia healthcare professional team with our **Nurse Connect** service

- ✓ Clinical troubleshooting
- ✓ Redirection to a local Nutricia Nurse
- ✓ Guidance on downloading and using the Nutricia at Home app
- ✓ Scheduling a face-to-face appointment or training with a Nutricia Nurse

The **NEW** Nurse Connect service ensures we can provide care when it's most needed.

Phone **1300 557 397**

**Nurse Connect Service:** Mon - Fri 7am - 9pm<sup>^</sup>

**Weekends & Public Holidays:** 9am - 5pm<sup>^</sup>

<sup>^</sup>Australian Eastern Standard Time

**FOR HEALTHCARE PROFESSIONALS ONLY**

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LIFE-TRANSFORMING NUTRITION