



# YOUR NUTRICIA HOMEWARD SUPPORT TEAM

**Nutricia's Homeward service, together with your dietitian and your public health nurse, will help to make the transition from hospital to home as easy as possible for you.**



## 24 Hour Freephone Support

Our experts are available to answer any questions regarding your pump or giving set.

- ✓ Available 24 hours a day, 7 days a week
- ✓ Manned by customer care and qualified nurses



**1800 22 1800**



## Online Support

Interactive training tools & support available online:



## Emergency Pump Delivery

You can always get a replacement pump **24 hours a day, 365 days a year**. Just call our **24 hour freephone support line on 1800 22 1800**.

- ✓ If at any time you need a replacement pump we will arrange for a new one to be delivered directly to your home



## Holiday Support Service

We support your holiday by **organising to send your feed, pump and accessories to your holiday destination\*** so you can relax the moment you arrive.

### Quick tips when using our holiday service

1. Be sure to contact us at least 4 weeks in advance of your holiday.
2. Ensure you have your feed ordered from the pharmacy in time for when we collect it.
3. Have contact details ready for the person who will receive your feed at your holiday destination.

"You'll be surprised how accommodating people are, no matter where you are. We've travelled with our son all around the U.S., St. Vincent, Turkey, France, Ascot, Germany and Mauritius. When we've lost or broken something, it wasn't that hard to get it replaced no matter where we were. It's amazing how many people have been willing to help us out because we're with someone who needs it." - John, caring for son

\*exceptions apply