

NUTRICIA HOMeward TRAVEL & HOLIDAY SERVICE

This guide is intended for patients and carers who have been referred to the Nutricia Homeward Service and prescribed the Nutrison range by a Healthcare Professional.

The Nutrison range are Foods for Special Medical Purposes for the dietary management of disease related malnutrition in patients requiring enteral nutrition and must be used under medical supervision.



GOING ON HOLIDAY OR TRAVELING OVERSEAS?

Nutricia Homeward can help patients by offering advice and support when planning a holiday. This booklet is designed to tell you everything you need to know about the holiday and travel support services available from Nutricia Homeward.

If you are planning a holiday or travel abroad we may be able to arrange a delivery of your enteral feeding supplies to your destination.

Overseas deliveries can sometimes be complex due to cultural and legal differences and for this reason deliveries are never without risk, some of which are completely outside of our control. It is important that you understand this and take this into account when planning your holiday or travel overseas.

If you choose to travel abroad then Nutricia Homeward has many years' experience in supporting holiday deliveries of enteral nutrition products and equipment, and can help minimise any risks so you can enjoy a relaxing holiday.



NUTRICIA HOMEWARD TRAVEL & HOLIDAY SERVICE

- Anyone who has been using the Flocare Infinity pump for three months can use the holiday service.
- We can support travel to foreign destinations for holidays longer than one weeks duration and for periods of up to one month.
- We can provide this service for patients using the Nutricia tube feed range.
- We can support one holiday per patient per year.
- We can also supply you with a back-up pump in case of emergency.



Unfortunately there are a number of destinations that restrict the level of service provided, some locations won't allow enteral nutrition products to be delivered, other countries may only allow deliveries to main airports. Please check with the Nutricia Homeward service before confirming any holiday plans and we will do our best to advise you.

Planning your holiday abroad

It's really important that you discuss your holiday plans with your managing healthcare professional and your GP before contacting Nutricia Homeward. You will need to tell them:

- How long you are going for
- Your destination
- How you will access medical help or support if you need it during your holiday

You will require a letter, stamped by your GP, and you will need to keep a copy with you throughout your journey. The courier or airline may want a copy in advance so we recommend you make three copies. We have included an example of a GP letter and all the information you will need on page 11 of this booklet.

Who do I contact?

After discussing your holiday or travel plans with your managing healthcare professional and your GP you can access the Travel and Holiday Service by contacting Nutricia Homeward on the following freephone numbers:

ROI 1800 22 1800

NI 0800 169 5173



How much notice is needed to arrange a holiday or overseas delivery?

We require a minimum of six weeks notice for holidays.

Couriering your enteral nutrition product to your destination.

Firstly, we would recommend you always take one weeks supply of your enteral nutrition product(s) as checked in luggage. Unfortunately some times deliveries do get delayed, damaged, or even lost. Various customs rules and regulations may delay processing of parcels and consignments.

What do I need to do next?

1. Call our freephone number:

ROI 1800 22 1800

NI 0800 169 5173

You will be sent a form which will require completion of the following information:

- Your name, address, and phone number
- Destination address
- Destination contact and phone number
- All about your enteral nutrition products and equipment.

Please complete the form and return to nutriciahomeward@tcp.ie.

2. Place your order with the pharmacy & health centre.

- Place your feed order with your pharmacy.
- Order the ancillaries required with your health centre, Public Health Nurse or your District Nurse.
- Weigh and measure the supplies and then submit the completed form to Nutricia Homeward.
- Please make sure you pack all items, enteral nutrition and ancillaries securely, ready for collection by the courier.

3. The courier will contact you to arrange the collection date.

- Once you have placed your pharmacy & health centre order you should wait for the courier to contact you to discuss and confirm the collection date.
- We will courier your enteral nutrition products and ancillaries to reach your holiday destination close to the date of your arrival.
- We would recommend contacting your holiday destination a few days before your arrival to confirm your enteral nutrition products and ancillaries have arrived.

Contacting the airline:

Airline policies will differ when travelling with medical nutrition and devices. We would recommend you contact the airlines customer service department to discuss your travel requirements.

You will need to have the following information prepared for your call:

- The total weight of the enteral nutrition products and ancillaries you will need for the duration of your trip.
- A copy of the letter from your GP/managing healthcare professional.
- Your flight details.

Approximate weights per case		
Feed type	Case size	Weight (kg)
Tube feeds - OpTri bottle	12 x 500ml	7.2kg
Tube feeds - OpTri bottle	8 x 1000ml	9.2kg
Tube feeds - Pack	6 x 1500ml	10.2kg
Oral nutritional supplements	24 x 200ml	6kg
Compact oral nutritional supplements	6 x (4 x 125ml)	3.84kg

Calling the airline customer service department:

1. Inform them of your flight number, travel dates, and destination.
2. Explain you have special requirements and will need to check in medical nutrition and equipment. Advise if you also need to carry some enteral nutrition products and a pump on board the flight.
3. Advise of the total weight of your medical nutrition, pump and ancillaries.
4. Check the luggage allowance and policies for excess baggage and ask the airline about their specific policies for excess baggage in these circumstances.
5. Check to see if the airline need written notification from your healthcare professional.
6. Check guidelines regarding use of pump and medical nutrition during the flight — you may not be able to use your pump during take off and landing.

FREQUENTLY ASKED QUESTIONS

What happens if my delivery doesn't arrive?

We recommend you take at least seven days of enteral nutrition product and equipment with you in case of an emergency; this reduces the risk of being unable to tube feed and allows time to locate your delivery. Nutricia Homeward is more than happy to speak directly with customs, hotels and holiday representatives if required.



Contact Nutricia Homeward on nutriciahomeward@tcp.ie.

Will my pump work in another country?

Yes, but as with any electrical appliance you will need to take a **plug adaptor** with you when travelling overseas.

Will my pump work on a plane?

Yes but you must contact your airline company if you need to use your feeding pump during the flight, to make them aware.

We can provide details of the feeding pump if your airline company needs this. Please note, you may not be able to use your feeding pump during take off and landing.



I am only going on holiday or travelling for a week, do I really need to take an emergency supply of enteral nutrition product and equipment?

We recommend you take emergency supplies for any holiday or travel regardless of the length of your stay.

How should I transport my emergency supplies?

Our experience has shown that if you contact your transport provider when planning your holiday, they are often happy to help and may not charge you any additional costs. You will need to contact your transport provider if you need to tube feed whilst travelling to make them aware of your special requirements. If your journey involves a transfer using a different travel provider please also contact them to make them aware of your requirements.

We recommend you carry a letter from your GP with details of your feeding regimen and your medical condition, a copy of your passport and a copy of your tickets with you whilst you are travelling. These documents show customs that you are carrying essential medical supplies required for a holiday or visit.



How will I get my delivery if it is made to an airport?

There are times where we are only able to deliver to a local airport. If this is the case customs will want to speak to you or your carer before releasing your delivery. Nutricia Homeward has no influence over this.

We advise that you have a letter from your GP stating details of your feeding regimen and your medical condition, a copy of your passport and a copy of your tickets with you when collecting your delivery. These documents will show customs that your delivery consists of essential medical supplies required for a holiday or visit.

What can I take in my hand luggage?

Security restrictions change regularly so we recommend you refer to the latest information on the government website for information on travelling with liquids and taking liquids through airport security.

We also recommend that you carry a copy of the letter from your GP stating details of your feeding regimen and your medical condition when travelling.

Are there any countries you cannot deliver to?

We will always make every possible effort to support your travel plans, however some countries are becoming difficult to deliver to. If you are considering booking a holiday or travel, or you would like further information, please contact Nutricia Homeward on one of the following freephone numbers:

ROI 1800 22 1800

NI 0800 169 5173

Other essential advice:

- **Pack an adaptor for your pump.**
- Additional fluids: if you are going to a warmer climate, you may need to flush the tube with extra water to prevent dehydration. Please contact your dietitian to get advice on this.
- Bottled water: if the local water isn't safe for drinking use bottled water for hand-washing ahead of procedures, and for brushing your teeth.
- Storage of medical nutrition products: all products should be stored unopened at 5-25°C, be aware of storing products in extreme temperatures.
- Telephone numbers: have a list of emergency contact numbers, e.g. dietitian, Nutricia Homeward etc
- Documentation: carry a copy of your GP letter at all times.
- For more information and advice before you travel visit:

<https://dfa.ie/travel/know-before-you-go/>

http://www.citizensinformation.ie/en/travel_and_recreation/

TERMS AND CONDITIONS

1. Nutricia Homeward will courier feed and accessories for holidays over one week and up to one month only.
2. Nutricia Homeward requires a minimum of six weeks notice to adequately organise a courier.
3. This service is only for patients using the Nutricia tube feed range and the Flocare Infinity Pump.
4. To ensure effective delivery and to comply with customs regulations, a letter from a healthcare professional is required to accompany all enteral nutrition product deliveries.
5. This is a worldwide service but we may be unable to courier enteral nutrition products to some countries due to custom restrictions. Please consult your Nutricia Homeward Coordinator for further information on this.
6. Nutricia Homeward will courier your package to reach your holiday destination close to the date of your arrival.
7. Nutricia Homeward recommends that at least one weeks supply of nutritional product and equipment is taken as checked luggage regardless of the duration of the trip.
8. Local contact details at the delivery destination is required for all deliveries.
9. We can support one holiday per patient per year.



Date: _____

Patient's name and address: _____

Date of birth: _____

To whom it may concern,

My patient, _____, is travelling to _____
from _____ on _____ returning _____.

My patient's condition requires specialised medical nutrition. The following is his/her outlined regime:

Medical Tube Feed Regime: _____

Pump: _____

Sets and Accessories: _____

If you require any further information, please contact me directly.

Yours faithfully



FREEPHONE

(ROI) 1800 22 1800

(NI) 0800 169 5173



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