



A convenient way to obtain VitaFlo products each month, direct to your patient's home.



Innovation in Nutrition

VitaFlo are committed to providing the most up-to-date, convenient and easy to use products available to people on special diets. We have teamed up with Healthcare at Home, the UK's largest home healthcare provider, to deliver VitaFlo products direct to your patient's home each month. Healthcare at Home currently deliver to over 100,000 patients in the UK.

By utilising Healthcare at Home's many years of experience we can confidently offer your patients a worry free and reliable means of obtaining their VitaFlo products.

Support for your patients

A dedicated team of Customer Care Co-ordinators will support the **VitaFlo at Home** service with a **freephone Helpline** available from 8am - 6pm Monday to Friday (excluding public holidays) to answer all queries on product deliveries*.

Prescription ordering service

The **VitaFlo at Home** team will contact your patient's GP directly each month and organise for the prescription for VitaFlo products to be sent direct to **VitaFlo at Home**.

Product delivered directly to the patient's home

Eliminating the need for the patient to collect bulky product from their pharmacist each month.

Deliveries can be made to whatever address suits best: home, place of work or other chosen address.

- Delivery will be on an agreed day and to an agreed location.
- Delivery will be between 8.00am - 6.00pm Monday - Friday. Alternatively, an evening or Saturday morning delivery may be possible, depending on location.

Continuity of supply

A delivery will be made every 4 weeks preventing patients from running out of products

Reliable stock control

A **VitaFlo at Home** co-ordinator will assess the patient's stock each month, reporting back on any potential compliance issue.

Safe and reliable product supply

Patients will receive the correct product and correct prescribed amount each month.

* Out of hours calls will still be taken on the freephone number by Healthcare at Home staff.

Support for the dietitian

Quick and easy registration process

Simply download the forms from our website or your local regional business manager can come in and complete them with you.

Management reports

Upon request, we can supply regular reports, including any patient-related information you may require.

Patient regime

As the patient's dietitian, you will always retain responsibility for authorising the products supplied to your patients.

Dispensing of products

All prescriptions are clinically checked by an onsite qualified pharmacist. Products are then dispensed and checked by the pharmacist or qualified pharmacy technician.

Fast turnaround time

If required, products can be delivered within 2 working days from registration of patient.



How to register a new patient on VitaFlo at Home



Dietitian completes patient registration form and 'Product Regime' document and sends* to VitaFlo at Home.

* Original copies of documents need to be sent by post in envelope provided, but can be faxed or e-mailed initially.



Patient is registered on VitaFlo at Home and sent a welcome pack explaining the service.



Dietitian contacts GP to request the initial prescription. The VitaFlo at Home co-ordinator can then contact the GP directly and organise for the prescription to be sent direct to VitaFlo at Home each month.

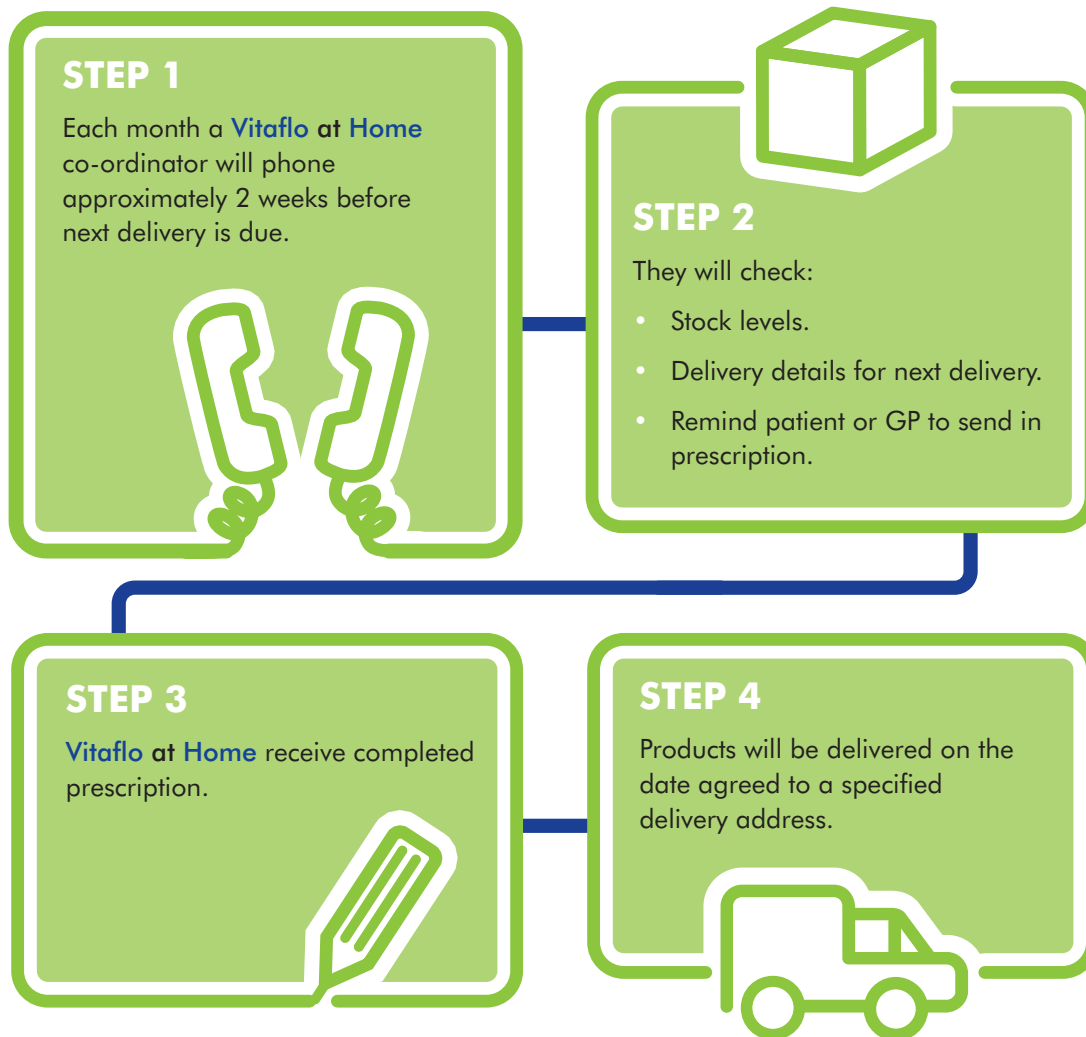


VitaFlo at Home co-ordinator calls patient / carer to arrange delivery.



Patient receives first delivery. Delivery will be every 4 weeks.

The Vitaflo at Home Process



Contact Details

Vitaflo at Home,
c/o Healthcare at Home Ltd, Junction Close,
Green Lane Industrial Park, Featherstone, WF7 6ER

Freephone Helpline Number

0800 756 7590

Fax: **0870 458 0353**

Email: **Vitafloathome@hah.co.uk**



Innovation in Nutrition