



Innovation in Nutrition



A convenient and easy way for you to obtain your VitaFlo products each month, direct to your home or other convenient location.

VitaFlo are committed to providing the most up to date, convenient and easy to use products available to people on a special diet.

We have teamed up with Healthcare at Home, the UK's largest home healthcare provider, to deliver your VitaFlo products directly to your 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 now offer you a worry free and reliable means of obtaining your required VitaFlo products.

# Support and services offered to you from Vitaflo at Home

This booklet will provide you with information about the **Vitaflo at Home** service and the support it can offer you. It should answer any questions you may have on:



## **The Vitaflo at Home team**

What your **Vitaflo at Home** co-ordinator can do for you.



## **Your prescription**

An outline of the **Vitaflo at Home** prescription ordering service or what you need to do if you order your own prescription.



## **Delivery service**

How deliveries will work and delivery times.



## **Your product**

Details on stock control and storage.



## **The Vitaflo at Home Process**

A step by step guide on how the **Vitaflo at Home** process works.



## **What if?**

Your questions answered.

# Dedicated Vitaflo at Home team

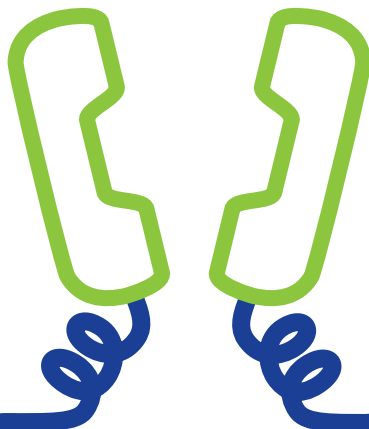
A dedicated team of Customer Care Co-ordinators will support your Vitaflo at Home service. The team will:

- Liaise with you each month to check your stock levels, arrange for delivery and answer any questions you may have about your delivery.
- Arrange to receive your prescription via your GP or directly from yourself.
- Ensure you receive the prescribed products each month.
- Work closely with your hospital and dietitian / clinician to help provide all the support you need.

Your dietician/clinician will monitor your requirements with the Vitaflo at Home team and they will receive regular reports telling them what product you have received and when.

A **Freephone Helpline** to your dedicated team of Customer Care Co-ordinators is available from 8am - 6pm Monday to Friday (excluding public holidays) to answer your queries on your product deliveries - **0800 756 7590**.

Out of hours calls will still be taken on the freephone number.



# Your Prescription



In order for **VitaFlo at Home** to send your product to your home we will need to receive a prescription each month.

This can be done in two ways, either:

## **VitaFlo at Home prescription ordering service**

**VitaFlo at Home** offer a prescription ordering service. With your permission, your **VitaFlo at Home** team will contact your GP directly and organise a prescription for your VitaFlo products to be sent direct to **VitaFlo at Home** each month. If you have not already given permission please let us know if you would like us to set you up on this service.

**OR**

## **Ordering your own prescription**

Your prescription must arrive with **VitaFlo at Home** at least 5 working days before you require delivery of products. **VitaFlo at Home** will remind you to send your prescription in the prepaid envelope provided when we phone you for your stock order.

*(Don't forget to complete and sign the back.)*

***Please remember if you are getting any other products on prescription you will need to get them through your pharmacist in the normal way – VitaFlo at Home will only be delivering your VitaFlo products.***

# Delivery service

Deliveries can be made to whatever address suits you best - whether to your home, place of work or other chosen address.

- Delivery will be on an agreed day and to your agreed location.
- Delivery will be between 8.00am - 6.00pm Monday – Friday. Alternatively, an evening or Saturday morning delivery may be possible, depending on your location\*.
- If you know that you will not be at home on your delivery day, please let **VitaFlo at Home** know in advance, and alternative arrangements can be made.
- A delivery will be made to you every 4 weeks.

\* If you have any special requests, such as a delivery at a particular time of day, **VitaFlo at Home** will try to be as helpful as possible. This may not always be possible because of the driver's workload and traffic conditions.

- Delivery drivers all carry identification cards and drive unmarked vans. If our driver is going to be unduly delayed, a member of our Customer Care Team will contact you to give a revised estimate of your delivery time
- If you would like to know the expected time of arrival of your delivery:



Call from 8am on delivery date



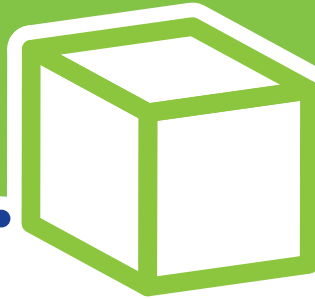
Check at **www.hah.co.uk/eta** from 7pm on day before delivery



We can send you a text 24hours prior to delivery (Ask your co-ordinator about registering for this service).



# Your product



## Stock control

Each month our Customer Care Team will phone you approximately 2 weeks before your next delivery is due\*.

- Before your co-ordinator calls make a note of how much stock you have left, then when they call tell them your stock levels.
- You will receive your new supply on the date agreed with you.

## Storage

Please remember to store supplies in a cool, dry area away from direct sunlight and  $< 25^{\circ}\text{C}$ .

## Stock rotation

Don't forget to rotate stock – store new packets behind existing boxes, so that the oldest are used up before you start on the new supply.

## Out of date stock

Please inform your **VitaFlo at Home** co-ordinator of any out of date stock so arrangements can be made to replace them.

\* The estimated dates for your deliveries are on your delivery schedule

# The Vitaflo at Home Process

## STEP 1

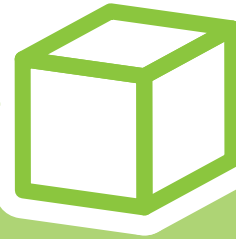
Each month your **Vitaflo at Home** co-ordinator will phone you approximately 2 weeks before your next delivery is due.



## STEP 2

They will check:

- Stock levels.
- Delivery details for next delivery.
- Remind you or your GP to send in your prescription.





### STEP 3

**VitaFlo at Home** receive your completed prescription.



### STEP 4

Products will be delivered on the date agreed with you to your specified delivery address.



# What if?

## **I am not at home for my delivery?**

If you know that you will not be at home on your delivery day, please let your **VitaFlo at Home** co-ordinator know in advance, and alternative arrangements can be made.

Contact your **VitaFlo at Home** co-ordinator on

**0800 756 7590**



## **I am on holiday when my normal delivery is due?**

In advance, contact your **Vitaflo at Home** co-ordinator to arrange either:

1. More product to cover your holiday.
2. To make a different delivery date.
3. If you are on holiday **Vitaflo at Home** can normally arrange for your product to be delivered to your holiday destination\*.

## **I run out of stock?**

This should not happen, as your **Vitaflo at Home** co-ordinator will assess your stock each month to ensure sufficient supplies. However if it does happen, contact **Vitaflo at Home** immediately to arrange an urgent delivery.

\* We may not be able to deliver to all destinations.

## **My prescription changes?**

Your dietitian / clinician will inform your GP and **Vitaflo at Home** and a new prescription will be arranged so there is nothing you need to do.

## **I need advice on my diet?**

If you have any queries about your diet you need to speak to your dietitian / clinician at the hospital. **Vitaflo at Home** will only answer queries on your product delivery.

## **What products can I get delivered through Vitaflo at Home?**

**Vitaflo at Home** will only be delivering your Vitaflo products. If you are getting any other products on prescription you will need to get these through your pharmacist in the normal way.



### 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**

### Other useful names numbers

GP's Name and Phone Number:

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Dietitian's Name and Phone Number:

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**VitaFlo at Home** Co-ordinator's Name:

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