

Home delivery service for oral nutrition supplements

Your general practice team or dietitian has prescribed an oral nutrition supplement for you. This is a high-energy milkshake-style supplement, and you should take it as directed by your general practice team or dietitian.

Product you have been prescribed	Product	Nutrition Company
	Ensure powder	Abbott Nutrition via HealthWorks Pharmacy (03) 351-8633
	Ensure Plus	
	Ensure Plus HN	
	PediaSure	
	Fortijuice *	Nutricia Medical Nutrition 0800-688-747
	Fortini	
	Fortini Multi Fibre	
	Fortisip	
	Fortisip Multifibre	
	Sustagen Hospital Formula powder	Nestle Nutrition via HealthWorks Pharmacy (03) 351-8633

You need to mix Ensure powder and Sustagen Hospital Formula powder with water or milk before drinking. The other products are ready to drink.

Ensure powder, Sustagen Hospital Formula powder, PediaSure, Fortini and Fortini Multi Fibre are fully subsidised, so there is no cost to you. The other products are only partially subsidised, so you will have to pay part of the cost. There is a delivery charge for Sustagen Hospital Formula powder but no delivery charge for the other products.

* Fortijuice is a juice-style oral nutritional supplement. It is not available on prescription, and you will need to pay the full cost. You can buy it from a pharmacy or directly from Nutricia by ordering online at www.nutriciastore.co.nz or phoning 0800-255-025 (option 2).



Next steps

- 1) Your general practice team or dietitian will email your prescription to the relevant nutrition company.
- 2) If you have been prescribed a partially subsidised Abbott or Nestle product, please contact Healthworks Pharmacy on **(03) 351-8633** to:
 - confirm the delivery address
 - make any payment.
- 3) If you have been prescribed a Nutricia product, the company will phone you once they have received your prescription to:
 - confirm the delivery address
 - collect any payment.Please phone Nutricia on **0800-688-747** if you do not receive a call.
- 4) Once your prescription has been processed and you have made any payment, the product will be sent to your nominated address.
- 5) If you have been prescribed a partially subsidised Abbott or Nestle product, you can also pick it up and pay for it at HealthWorks Pharmacy. But call first to confirm that your product is in stock.

Payment options

	Nutricia	Abbott and Nestle
Internet banking	<ul style="list-style-type: none">▪ Account name: Nutricia Australia Pty Ltd.▪ Account number: 31-2840-0034122-00.▪ Reference: Your full name.	<ul style="list-style-type: none">▪ Account name: HealthWorks Pharmacy.▪ Account number: 01-0797-0929991-00.▪ Reference: Your full name.
Credit Card	<ul style="list-style-type: none">▪ Phone 0800-688-747.▪ Nutricia can take credit card payments over the phone or send a secure link for credit card payment to your smartphone or email address.	<ul style="list-style-type: none">▪ Phone (03) 351-8633 ext 2.
Cash	<ul style="list-style-type: none">▪ Not available.	<ul style="list-style-type: none">▪ Call into HealthWorks Pharmacy, 108 Memorial Ave, Burnside Christchurch 8053.

Written by HealthInfo clinical advisers. Last reviewed October 2023.