

Home delivery service for oral nutrition supplements

Your doctor 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 doctor or dietitian.

Ensure powder and Sustagen Hospital Formula powder are fully subsidised, so there's no cost to you. The other products are only partially subsidised, so you'll have to pay part of the cost. You may also have to pay a prescription charge. There's no charge for delivery.

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

Next steps

- 1) Your doctor or dietitian will email your prescription to the relevant nutrition company.
- 2) If you've 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've been prescribed a Nutricia product, the company will phone you once they've received your prescription to:
 - confirm the delivery address
 - collect any payment.

Please phone Nutricia on 0800-688-747 if you haven't received a call.

- 4) Once your prescription has been processed and you've made any payment, the product will be sent to your nominated address.
- 5) If you've 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 June 2021.