



A convenient way to obtain  
Vitaflo<sup>®</sup> products each month,  
direct to your 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 home each month. Healthcare at Home currently deliver to over 100,000 people in the UK. By utilising Healthcare at Home's many years of experience we can confidently offer you a worry free and reliable means of obtaining your VitaFlo products.

A dedicated team of Customer Care Co-ordinators 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**

If you wish, the **VitaFlo at Home** team can contact your GP directly each month and organise for your prescription for VitaFlo products to be sent direct to **VitaFlo at Home**.

## **Product delivered directly to any chosen address**

Eliminating the need to collect bulky product from the pharmacy 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.

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

- Delivery drivers all carry identification cards and drive unmarked vans.
- If you would like to know the expected time of arrival of your delivery:

Call from 8am on delivery date.

Check the website from 7pm the night before the delivery date.

**Vitaflo at Home** can send a text  
24 hours prior to delivery.

## **Continuity of supply**

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

## **Reliable stock control**

A **Vitaflo at Home** co-ordinator will assess your stock each month.

## **Safe and reliable product supply**

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



# The Vitaflo at Home Process

## STEP 1

Each month a Vitaflo at Home co-ordinator will phone 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 prescription.



## STEP 3

Vitaflo at Home receive completed prescription.



## STEP 4

Products will be delivered on the date agreed to a specified delivery address.



Speak to your dietitian  
today about getting set up on



### Contact Details

**VitaFlo at Home,**

Healthcare at Home Ltd, Fifth Avenue,  
Centrum 100, Burton on Trent,  
Staffordshire, DE14 2WS

Freephone Helpline Number

**0800 756 7590**

or from all other lines \*

**0333 103 9858**

Fax: **0800 280 2317**

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



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\* Calls to this number are charged at the same rate as a landline call to 01/02 numbers irrespective of service provider, and including calls made from mobiles.  
Calls to 03 numbers count towards any inclusive minutes in the same way as 01/02 calls and applies to calls from any type of line including mobile, BT, other fixed line or payphone.

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