



A convenient way to obtain Vitaflo[®] products each month, direct to your home.



Innovation in Nutrition

Vitaflor[®] 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 Vitaflor 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 Vitaflor 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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VitaFlo International Ltd, Suite 1.11, South Harrington Building,
182 Sefton Street, Brunswick Business Park, Liverpool L3 4BQ, UK.

Tel: +44 (0)151 702 4938

Email: vitaFlo@vitaFlo.co.uk

* 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.