

# Your journey from hospital to home

Managing your  
nutrition requirements



Information for healthcare professional use only.

**NCare®**

# Contents

We're here to support you on your journey	2
Importance of good nutrition	2
What is tube feeding?	2
Your feeding regimen	3
Helpful contact numbers	5
What position is best for my feeds?	6
How do I administer the formula?	6
Gravity feeding	7
Bolus or syringe feeding	9
Pump – Administered feeding	10
How to care for the feeding tube site	12
Nasal feeding tubes	12
Balloon and PEG gastrostomy tubes	13
Low profile gastrostomy tube	16
Jejunostomy	16
Preparing you for your transition back home	17
Frequently asked questions	19
Nutrition supplies	19
Deliveries	21
Contact information	22
Your nutrition solution partner	23
Your weight monitoring chart	24

## My information

Healthcare professional name:

.....

Healthcare professional contact number:

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# We're here to support you on your journey

You might have a lot to deal with at the moment, but we'll help you take control of your nutrition. We've helped many patients to seamlessly move from hospital back to their home, and we're here to support you and the choices you make. You can be confident in the Nestlé Health Science homecare service and we'll make sure you don't miss out on any of the nutritional care you've been receiving in hospital.

This booklet has been designed to provide simple answers to your questions regarding your transition from hospital back to your home and the nutrition support services available to you. We trust that you will find this information helpful.

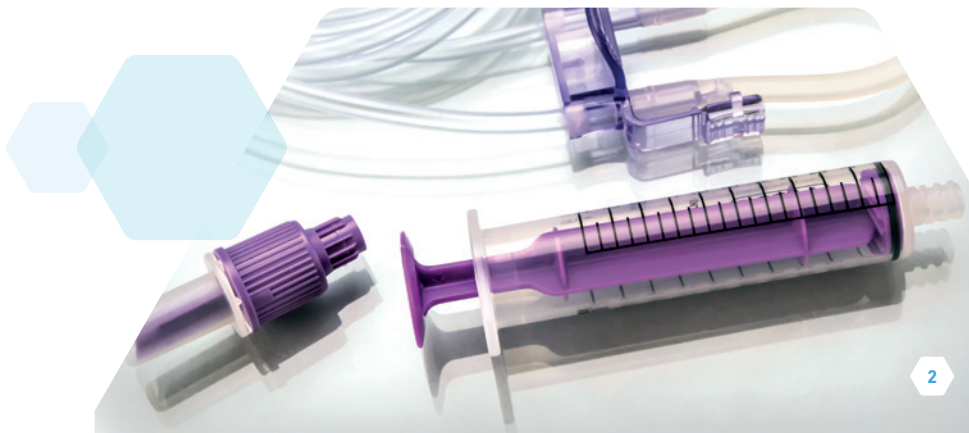
## Importance of good nutrition

Good nutrition provided through food and liquids gives the body nutrients for staying healthy, growing and recovering from illness. To meet your nutritional needs if you cannot eat or are unable to eat enough, your dietitian or healthcare professional will prescribe home enteral nutrition – commonly known as tube feeding.

## What is tube feeding?

Tube feeding means that a special medical nutrition feed will flow gently through a tube into your stomach or small intestines. Just like a well-balanced diet, your tube feed will provide calories and essential nutrients such as protein, carbohydrate, fats, vitamins and minerals to help you heal and maintain good health. Your dietitian or healthcare professional will choose the right feed to best meet your nutritional needs.

Receiving nutrition through a feeding tube may take some time to get used to, but it is important to remember that you can still enjoy many of the things that you have always enjoyed.



# Your feeding regimen

**Date feeding tube inserted:** ...../...../.....

## **Type of feeding tube:**

☐ Nasogastric

☐ Gastrostomy

☐ Nasojejunal

☐ Jejunostomy

☐ Low profile gastrostomy

☐ Other: .....

**Name of tube and brand:** .....

.....

**Tube size:** .....

## **Method of feed administration:**

☐ Pump

☐ Gravity

☐ Bolus (syringe)

## **Type of feed:**

☐ Liquid

☐ Powder

**Name of feed(s):** .....

.....

.....

**Instructions for powder preparation (if required):** .....

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**Rate of delivery:** .....mL/hr for ..... hours

**Bolus volume:** .....

**Feeding times:** .....

**Water flushes:** (use a 30-60mL syringe)

Before a feed (mL): ..... Before medications (mL): .....

After a feed (mL): ..... After medications (mL): .....

Every ..... hours .....mL

**Total feed volume:** .....

**Total water volume:** .....

**Additional notes / changes to feeding regimen:** .....

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# Helpful contact numbers

**Contact name:** ..... **Phone:** .....

Dietitian: .....

Healthcare Professional: .....

Hospital: .....

Other: .....

State	Distributor	Phone
⬡ NSW / ACT / QLD	Brightsky	1300 886 601 Monday to Friday 8.30am – 4.30pm EST
⬡ VIC / TAS	Independence Australia	1300 788 855 Monday to Friday 8.00am – 7.00pm EST
⬡ SA / WA / NT	Symbion	1300 915 524 Monday to Friday 9.00am – 4.00pm EST
⬡ Private Hospitals	NCare® Direct	1800 671 628 (Option 3) Monday to Friday 8:30am – 5:30pm EST

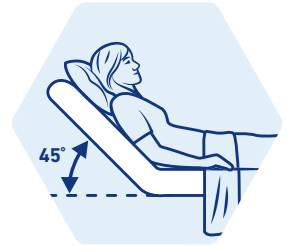
⬡ Your healthcare professional will organise your orders



# What position is best for my feeds?

Your feeding times should be comfortable and safe. There are a number of positions that are acceptable and provide you with the easiest access:

- Sitting up in a chair.
- In bed or on a couch. You should be on at least a 45 degree angle during and for at least 30 minutes after your feed.



Feeds should never be taken whilst lying flat. This can cause reflux or vomiting and small amounts of fluid can enter your lungs. This is known as aspiration and can cause further complications.

- Standing or walking around (after discussion with your dietitian).



**Important:** Should you start coughing, vomiting, choking or have difficulty with breathing when you are feeding, cease the feed immediately and contact your dietitian or healthcare professional.

## How do I administer the formula?

There are 3 main ways to deliver formula:

- bolus feeding;
- gravity feeding;
- continuous feeding with enteral pump.

**When administering the formula it is important to remember:**

- Do not give a tube feed if the stomach is upset or there is vomiting;
- If an uncomfortable feeling of fullness occurs, slow down the feeding rate or wait an hour before recommencing feed.

The dietitian will help you determine the method of delivering formula that best suits you.



Flushing the tube with lukewarm water is essential to prevent tube blockages. This can be done using a 30-60mL syringe. You should flush the tube before and after every feed or medication given via the tube.

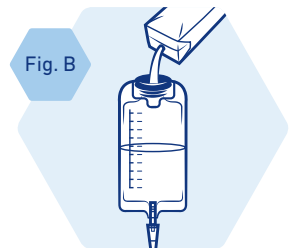
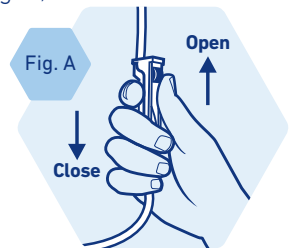
**Each method is explained on the following pages.  
Please tick the checkbox next to the delivery method  
that is suitable for you.**

# ⬡ Gravity feeding

Gravity feeding uses a feeding set with an attached bag that holds the formula. Gravity pulls the formula through the feeding set. Gravity feeding is usually given as intermittent feeding, i.e. over moderate periods of time throughout the day.

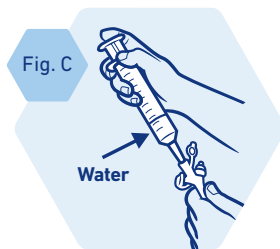
## How to gravity feed

1. Clean work area.
2. Gather all equipment and check cleanliness.
  - Feeding set with attached bag/container
  - 30-60mL syringe
  - IV pole or feeding stand (if available)
  - Water
3. Wash and rinse hands thoroughly.
4. Check position of feeding tube.
5. Use the syringe to flush the feeding tube with lukewarm water as per dietitian's instructions.
6. Shake formula well. Check the packaging for the 'best before' date.
7. Close the roller clamp on the feeding set (roll down) (Fig. A).
8. As per dietitian's instructions, pour formula into the bag/container and hang it on the pole. If you have a Ready-to-Hang tube feed packaging, you can hang it on the pole without decanting (Fig. B).
9. Remove plastic cover from the tip of the feeding set.
10. Hold feeding set tip over the sink.  
Open the roller clamp (roll up) (Fig. A).
11. Fill the feeding set with formula, then close the roller clamp (roll down) (Fig. A).
12. Insert the tip of the feeding set adapter into the feeding tube.





13. Open roller clamp and start the feeding. Formula usually runs through for 20-60 minutes depending on the volume. Opening the roller clamp makes the formula run faster. Closing the roller clamp slows it down.
14. At the end of the feeding, close the roller clamp and disconnect the feeding set from the feeding tube. Use the syringe to flush the feeding tube with lukewarm water as per dietitian's instructions (Fig. C). Close the feeding tube.
15. Opened packaging should be covered and refrigerated when not used. Use or discard any opened formula within 24 hours.
16. Empty packaging should be disposed of in your recycling bin or as per instructions on the packaging.
17. Wash your hands and equipment used after each feeding.
18. Other instructions from your dietitian:



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# ⬡ Bolus or syringe feeding

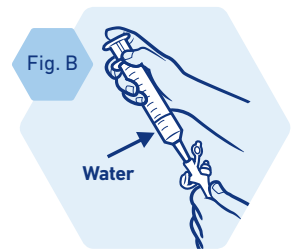
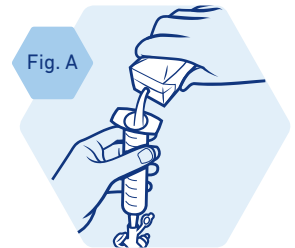
## Using a bolus or syringe to feed

In bolus or syringe feeding, the syringe is a funnel which directs formula into the feeding tube. It is generally used for those people who do not have any problems tolerating larger volumes of formula.

The procedure is similar to gravity feeding. Repeat steps 1-6 as per gravity feeding instructions on page 7 (no feeding set or IV pole is needed for syringe feeding) and then proceed as follows.

## How to bolus or syringe feed

1. Remove the plunger from the syringe.\*
2. Place the tip of the syringe into the feeding tube.
3. Hold the syringe and feeding tube straight up.
4. Using the syringe as a funnel, slowly pour formula into it (Fig. A). Formula is generally given over a 10-15 minute period. Most commonly used for gastrostomy patients. Formula best tolerated at boluses of 200-300mL over the above time frame. Additional water can be given using this method.
5. At the end of the feeding, disconnect the syringe from the feeding tube. Use the syringe to flush the feeding tube with lukewarm water as per feeding instructions (Fig. B). Close the feeding tube.
6. Empty packaging should be disposed of in your recycling bin.
7. Wash your hands and equipment used after each feeding.
8. Other instructions from your dietitian:



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\*If instructed by the healthcare professional, the plunger can be left in the syringe and used to pull up feed from the packaging. After that, place the tip of the syringe into the feeding tube and slowly push the formula into the tube, then proceed to step 5.

# ⬡ Pump – Administered feeding

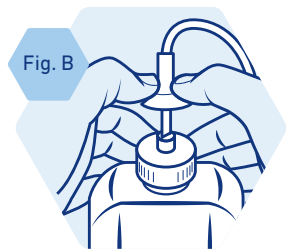
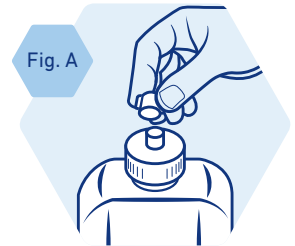
## Using a pump to feed

Feeding pumps are often used to control the administration rate of formula. The pump may be running continuously or intermittently, i.e. at intervals throughout the day or night. Repeat steps 1-7 as per gravity feeding instructions on page 7 and then proceed as follows.

Please refer to the Pump's User Manual for the programming of your pump.

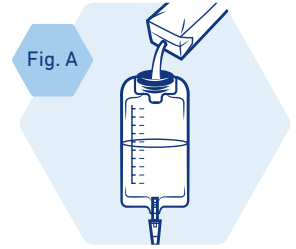
### ⬡ Using a pump, bottle of feed and spike set (tube).

1. Preparing the spike set: Obtain spike set and remove from packaging. Close clamp.
2. Preparing the formula bottle: Shake well. Remove small cap on top of bottle (Fig. A).
3. Putting the two together: Remove protective cap from spike set. Place spike set in hole on top of bottle. Place both thumbs on spike guards and push through (Fig. B). Open the roller clamp to fill the feeding set with formula. When the set is filled, close the clamp until you are ready to commence feeding.
4. Attach the feeding set to the feeding tube. Release the inbuilt hanger on bottle. Hang bottle on pole.
5. At the end of the feeding, turn off the pump. Disconnect the feeding set from the feeding tube. Use the syringe to flush the feeding tube with lukewarm water as per dietitian's instructions. Close the feeding tube.
6. Opened packaging should be covered and refrigerated when not used. Use or discard any opened formula within 24 hours.
7. Empty packaging should be disposed of in your recycling bin.
8. Wash your hands and equipment used after each feeding.
9. Other instructions from your dietitian:



**Using a pump, Tetra Pak or bottle feed and a container bag.**

1. Pour formula into the bag (Fig. A) and hang it on the IV pole (if available).
2. Remove plastic cover from the tip of the feeding set. Open the roller clamp to fill the feeding set with formula. When the set is filled, close the clamp until you are ready to commence feeding.
3. Attach the feeding set to the feeding tube. Hang container on pole.
4. At the end of the feeding, turn off the pump. Disconnect the feeding set from the feeding tube. Use the syringe to flush the feeding tube with lukewarm water as per dietitian's instructions. Close the feeding tube.
5. Opened packaging should be covered and refrigerated when not used. Use or discard any opened formula within 24 hours.
6. Empty packaging should be disposed of in your recycling bin.
7. Wash your hands and equipment used after each feeding.
8. Other instructions from your dietitian:



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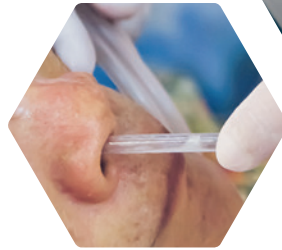
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# How to care for the feeding tube site

- Prior to each feed, the tube position should be checked. If in doubt, do not feed until tube position has been checked by your dietitian or healthcare professional.
- It is important to clean the site on a daily basis.

**For more information on cleaning the tube site and checking the tube position, see pages following depending on your tube type.**



## ⬡ Nasal feeding tubes

### How to reduce site problems

To help check position, reduce irritation, clean your nostrils and change the tape regularly. The following tips are recommended.

1. Use a permanent, non-toxic marker or pen to mark the tube 2-3cm from where it enters the nose. Use this point to keep track of the tube's position.
2. Measure the length of tube from the tip of the nose to the end of the feeding tube. This distance is ..... cm. Measure daily and if the length of the tube changes by more than ..... cm, call your dietitian or healthcare professional.
3. Check the back of the throat to be sure that the tube has not curled into the mouth.

## ⬡ Balloon and PEG gastrostomy tubes

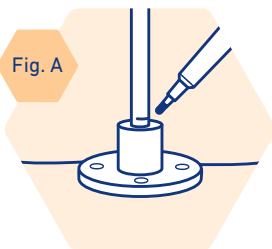
Keeping the tube clean and in the correct position helps make sure that you receive tube feeding in the best way. If checking the tube's position is difficult or causes pain, call your dietitian or healthcare professional. The feeding site is also known as the stoma site, it encompasses the area around and under the bolster.

### How to check PEG or balloon tube position

1. Use a permanent non-toxic marker to mark where the top of the external bolster rests on the tube (Fig. A).



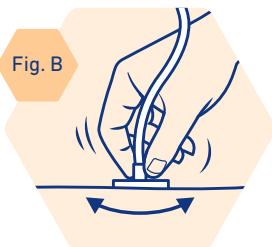
Over time or when wet, some external bolsters will slide up the tube and must be moved back to the correct position.



2. Check the centimetre markings on the tube. When first placed, the top of the external bolster rested at the ..... cm mark.



It is important to have a reference point to let you know if the tube and external bolster have moved.

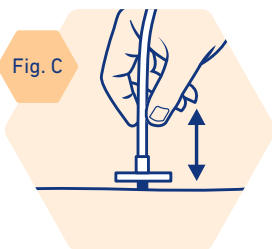


**Starting on ..... / ..... / .....  
(please insert date) do the following:**

3. Turn the tube and external bolster 360° with thumb and forefinger each day when cleaning the site (Fig. B). Do not pull tube.
4. Gently push and pull the tube in and out of the stomach about 2mm (thickness of a coin) each day when cleaning the site (Fig. C).



Turning and moving the tube in and out once a day during cleaning helps keep the site healthy. It is one way to check that the tube is still in a good position in the stomach.



**If turning the tube causes pain, call your dietitian or healthcare professional.**

5. While gently pulling up on the tube, check for a small amount (thickness of a coin) of space between the external bolster and abdomen. Check when lying down and sitting up.



Too tight or too loose a fit can harm the site and tract. Gaining or losing more than a few kilos often means the external bolster must be moved to a new position on the tube. You will need to discuss this with your dietitian or healthcare professional.

## How to check the internal balloon on the balloon tube

If you have a Balloon Gastrostomy tube, a balloon at the end of your tube is what helps keep it in place in your stomach. The tube is inflated with an optimal amount of water. This amount will be noted on the coloured port for inflating the tube. If you are not sure, check with your dietitian or healthcare professional.

**Once a month, measure and replace the amount of water in the internal balloon.**  
**To do this:**

1. Prior to starting, fill a 20-30mL syringe with ..... mL water and place beside you.
2. Push the plunger on a second 20 or 30mL luer tip syringe all the way down.
3. Put the tip of a syringe into the coloured balloon inflation port on the feeding tube (Fig. A).
4. Pull back on the plunger until all the water in the internal balloon is removed (Fig. B). Place this syringe down.

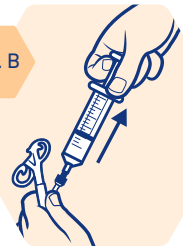
If you are unable to remove any water, call your dietitian or healthcare professional. If your tap water is safe to drink, you can use tap water to fill the internal balloon.

5. Pick up your second syringe filled with the required amount of water.
6. Put the tip of the syringe into the coloured balloon inflation port on the feeding tube.
7. Push down the plunger to refill the balloon with water. Hold down the plunger while removing the syringe. The balloon is now inflated with water.
8. Discard the old water from the first syringe and wash both syringes thoroughly.

Fig. A



Fig. B



## Daily skin cleaning guide

1. To clean the tube site, gather the equipment you require:
  - warm soapy water
  - clean cloth or face washer
  - cotton tipped swabs
2. Wash your hands thoroughly.
3. Clean around site with warm soapy water and clean cloth or face washer then thoroughly pat dry.
4. Clean under the bolster with a cotton tipped swab.
5. You can bath or shower as normal. Just ensure the feeding port is closed.
6. A small amount of ooze around the gastrostomy site is normal. This is why it is also important to clean regularly and decrease risk of infection. If it is a problem to you, use a dressing, otherwise no dressing is required.
7. Do not cover the gastrostomy site with excessive dressings as this can irritate the site. A small amount of gauze may be required to protect clothing but do not place under the bolster.
8. You should check your site daily. Call your dietitian or healthcare professional if you notice swelling, increased redness, soreness, pain or any unusual leakage (i.e. blood, stomach contents, formula). Check that the plastic disc (flange) is not pressing into the skin. There should be 1-2mm between skin and disc. Rotate tube a full circle.





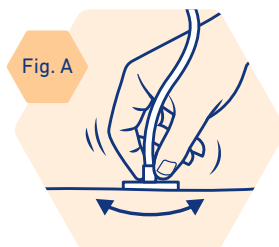
## Low profile gastrostomy tube

### How to check low profile gastrostomy tubes

1. Turn the tube and external bolster 360° each day when cleaning the site (Fig. A).



Turning the tube once a day during cleaning helps keep the site healthy and is one way to check that the tube is still in a good position in the stomach. Be careful not to pull the tube out.



2. While turning the tube, check for a small amount (thickness of a coin) of space between the external bolster and abdomen. Check when lying down and sitting up.



If the external bolster is too tight to the abdomen or loose against the skin, you may need a new low profile gastrostomy tube. Gaining or losing weight are examples of when this can happen.

If turning the tube causes pain, call your dietitian or healthcare professional immediately.

3. Use gastrostomy guide for instructions on cleaning site.
4. Weight gain may require a change in size of low profile device. If you notice your device is getting tighter and more difficult to manage, notify your dietitian or healthcare professional.
5. Each low profile device requires a feeding attachment. Ensure these are kept clean and stored appropriately between feeds.

## Jejunostomy

1. Mark the tube 2-3cm from where it enters the abdomen.
2. Wash around the site daily with warm soapy water and pat dry.
3. Do not rotate the tube if it has been stitched into place.



**Important:** The tube site should be checked daily for redness, bleeding, pain, swelling, granulation tissue or unusual discharge. If you have any concerns, contact your dietitian or healthcare professional.

# Preparing you for your transition back home



## Prior to discharge from hospital

Your dietitian will register you with NCare® or a distributor so you can continue with your nutrition supplies at home. This will allow delivery of your nutrition supplies to your home or nominated address. Your dietitian will provide details on how to order your nutrition supplies.



## Order your nutrition supplies

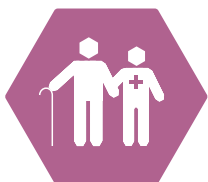
Contact your local distributor with the contact details on page 5 of this booklet or on the instructions provided by your dietitian. Place your order for your nutrition supplies and make payment. If your hospital provides you with the feed and the equipment, you will not have to order monthly. Your dietitian will then arrange monthly deliveries.



## Discharge day from hospital

Once you have been trained on how to use your feed and feeding equipment or a time has been arranged to provide training for you at home, you will be discharged.

Your dietitian or healthcare professional will make sure you leave hospital with everything you will need for tube feeding at home.



## Nursing support

If you require nursing support for the management of your tube feed and feeding equipment, your dietitian or healthcare professional will register you with the nursing support service.



**It is important to note that the sequence and timing of these above events will depend on your individual circumstances.**



## During your first week at home

You will receive your nutrition supplies once ordered and payment has been made or your dietitian may arrange this for you. If you have any concerns with your feed, feeding equipment or the management of your feeding tube, please contact your dietitian, healthcare professional or referred nursing service.



## Every month you will

- Place your order and arrange payment if required for your monthly nutrition supplies or your dietitian may arrange this for you.
- Because of delivery times you are encouraged to place your next order when you have between 10-14 day's supply left of your nutrition supplies. To re-order simply contact your local distributor or hospital (see page 5 for contact details).

**If you are unsure how to order your nutrition supplies, please refer to your feeding regimen provided to you by your healthcare professional, contact your healthcare professional or simply contact the Nestlé Customer Services Team on 1800 671 628.**



# FAQ: Nutrition supplies

## **Q. Where does my feeding equipment come from?**

- A. When leaving the hospital, your dietitian will arrange your feeding equipment and feeding regimen. Cardinal Health will provide you with the feeding pump and Nestlé Health Science will provide the feed and consumables such as the giving set and syringes. We encourage you to place your next order at least 10-14 days in advance of your nutrition supplies running out because of delivery times.

## **Q. What is a feeding pump?**




- A. A feeding pump is a machine that makes sure you get the right amount of feed over the right length of time. If you need a feeding pump, this will be arranged by your dietitian or healthcare professional.

If you have any problems with your feeding pump, please refer to your pump manual for troubleshooting or contact your healthcare professional.

## **Q. What are giving sets?**

- A. A giving set is a plastic tube that connects the feed container to your feeding tube, allowing you to feed. Your giving sets will be organised by your dietitian as part of your nutrition supplies. You should use a new giving set every 24 hours, unless advised differently by your dietitian or healthcare professional.

## **Q. How should you store your feeds?**

- A.  Always check that the feed is 'in date'. The 'best before' date is clearly marked on the feed container.
-  Unopened feed containers should be stored in a cool, dry place away from direct sources of heat. Please refer to the product label for specific storage instructions.
-  Nutritional feed containers that have been opened can be kept in the refrigerator for up to 24 hours. Unused feed should be discarded after 24 hours.

## **Q. If unopened, how long will my feed last?**

- A. Please check the 'best before' date that is clearly marked on the feed container before use.

**Q. What should I do if I do not use all the feed in one go?**

- A. It may be that you do not need to use all your feed at the one time. Your dietitian will have told you how much to use each day. If you are having small quantities of feed at several intervals throughout the day (known as bolus feeding), then place the unused feed in the refrigerator. Ensure the feed is allowed to reach room temperature before the next feed to help aid with tolerance. It is important to remember that any unused feed should be discarded after 24 hours.

**Q. What if I need to change or amend my feeding regimen?**

- A. Contact your dietitian who can easily amend your feeding regimen that was created in NCare®. The amended feeding regimen will be received by the distributor who will confirm the new regimen with you when you call to place your next order and arrange payment if required.

**Q. What happens if my healthcare professional changes my regimen?**

- A. Don't worry – your distributor will receive a copy of your new regimen through NCare®. When you place your next order your distributor will confirm this new regimen for your nutrition supplies with you.

**Q. What if I no longer need my nutrition supplies?**

- A. You will not receive your nutrition supplies unless you call to confirm your order with the distributor and arrange payment if required. If your dietitian has arranged your nutrition supplies, please contact them.

**Q. How should you look after your feeding pump?**

- A.
  - Cardinal Health has a range of feeding pumps. You will be given the pump that best suits your needs and lifestyle.
  - Your feeding pump should be plugged into the mains whenever possible to make sure the battery is fully charged when you need it.
  - If you spill anything on your feeding pump, wipe it off immediately with a clean, damp cloth. Do not immerse the pump in water. For further details on how to care for your pump, please refer to your pump manual.






# FAQ: Deliveries

## **Q. Who should I speak to about arranging a delivery?**

- A. You will need to contact your local distributor or hospital to confirm your order and arrange payment if required. You will find the contact details for your local distributor or hospital on page 5 of this booklet or in the instructions provided by your dietitian.

## **Q. When will my delivery take place?**

- A.  Deliveries will take place once you have confirmed your order and arranged payment if required with your local distributor or hospital.
-  A courier company will be making your delivery on behalf of your local distributor or hospital.
-  Delivery drivers are trained to be aware of the importance of your deliveries.

## **Q. What happens if my delivery does not arrive?**

- A. Call your local distributor as per their contact details listed on the instructions provided by your dietitian or see page 5 of this booklet. Your distributor will be able to check your delivery for you. If your dietitian or healthcare professional has arranged your nutrition supplies, please contact them.

## **Q. What if my order does not contain what I expected?**

- A. Call your local distributor during office hours and they will confirm what was requested and supplied. Your distributor will check the order against your feeding regimen created by your dietitian or healthcare professional. If your dietitian or healthcare professional has arranged your nutrition supplies, please contact them.

## **Q. What if I need my order to go to a different address?**

- A. Let the distributor or hospital know at the time of ordering, the details of the address you plan to be at and when you will be there so that they can arrange to deliver your nutrition supplies to that address.



# FAQ: Contact information

## For general enquiries about the NCare® program

Please contact the freephone helpline:

**1800 671 628** (Option 3),

Monday to Friday 8.30am to 5.30pm EST.

## Private Hospitals

### NCare® Direct

**1800 671 628** (Option 3),

Monday to Friday 8.30am to 5.30pm EST.

## Distributors providing your nutrition supplies:

### NSW / ACT / QLD

#### Brightsky

**1300 886 601**

Monday to Friday

8.30am – 4.30pm EST

### SA / WA / NT

#### Symbion

**1300 915 524**

Monday to Friday

9.00am – 4.00pm EST

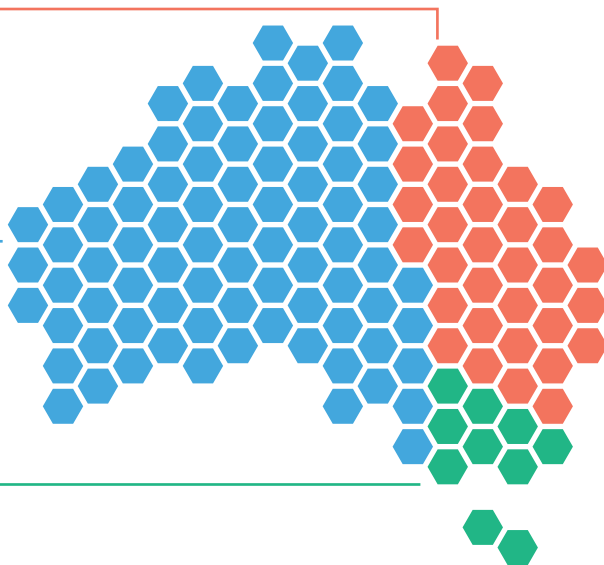
### VIC / TAS

#### Independence Australia

**1300 788 855**

Monday to Friday

8.00am – 7.00pm EST



# Your nutrition solution partner



## ISOSOURCE® and FIBERSOURCE® range



## RESOURCE® 2.0 and 2.0+Fibre range



### IMPACT® Advanced Recovery



### NOVASOURCE® Renal



### Cardinal Health Kangaroo™ Joey pump with feed or feed and flush giving sets

For more information about tube feeding,  
visit [www.nestlehealthscience.com.au](http://www.nestlehealthscience.com.au)



## Your weight monitoring chart

## Your weight monitoring chart (continued)

## Notes

ISOSOURCE® 2.0, ISOSOURCE® Energy Fibre, ISOSOURCE® Standard, ISOSOURCE® Protein Fibre, ISOSOURCE® Soy Energy Fibre, ISOSOURCE® Mix, FIBERSOURCE® 1.2 HN, ISOSOURCE® 1.5 CAL, RESOURCE® 2.0 and RESOURCE® 2.0 + Fibre are food for special medical purposes specifically formulated for medical conditions where nutritional needs cannot be met through diet modification alone. Must be used under medical supervision.

IMPACT® Advanced Recovery is a food for special medical purposes specifically formulated for medical conditions where nutritional needs cannot be met by diet modification alone. Must be used under the supervision of a healthcare professional.

NOVASOURCE® Renal is a food for special medical purposes specifically formulated for the dietary management of people with renal disease whose nutritional intake may not be adequate. Must be used under medical supervision.

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For more information call **1800 671 628** or visit [www.nestlehealthscience.com.au](http://www.nestlehealthscience.com.au)  
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