

FOR HEALTHCARE PROFESSIONAL USE ONLY



AT HOME PLUS

How-To Guide

for Healthcare Professionals

How-to Guide for Healthcare Professionals

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How to Register Yourself on Nutricia at Home PLUS

Go to: **Nutricia HCP Registration Form - HCP Registration** (nutricia-anz.force.com/HCP/s/hcp-registration)

Please fill out the following fields to complete your registration. *Mandatory fields

HCP Registration Form
Please fill out the following fields to register.
* Mandatory fields

HCP DETAILS

* First Name

Dragana

* Last Name

Inic

Mobile

Phone

* Email

dragana.inic+1@danone.com

Facility Email

Gender

Select Gender

Professional Type

Select Type

Specialty

* Hospital



Gosford Hospital

PRIVACY AND TERMS OF USE

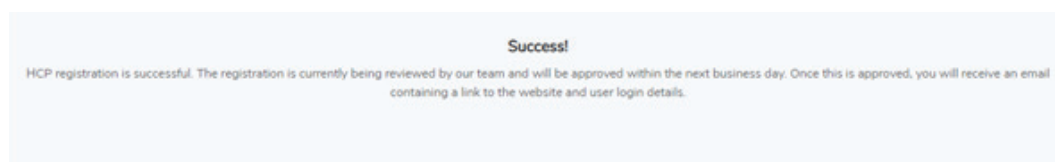
Nutricia collects, holds, uses and discloses your personal information in order to provide services, products, and patient support programmes. Please access our Nutricia Product & Patient Support Programmes (including Nutricia at Home Service) Privacy Collection Statement [here](#)

- ☒ The Healthcare Professional has seen or received a copy of the Nutricia Privacy Collection Statement
- ☒ The Healthcare Professional agrees to the [terms of use](#) and consents to the collection, use and disclosure of personal information and health related information in accordance with the [Privacy Collection Statement](#) and Nutricia's broader [Privacy Policy](#).
- ☒ The Healthcare Professional agrees to read the information under the headings 'Data Collection Notice' and 'Privacy Policy' to each patient before collecting their personal/sensitive information."

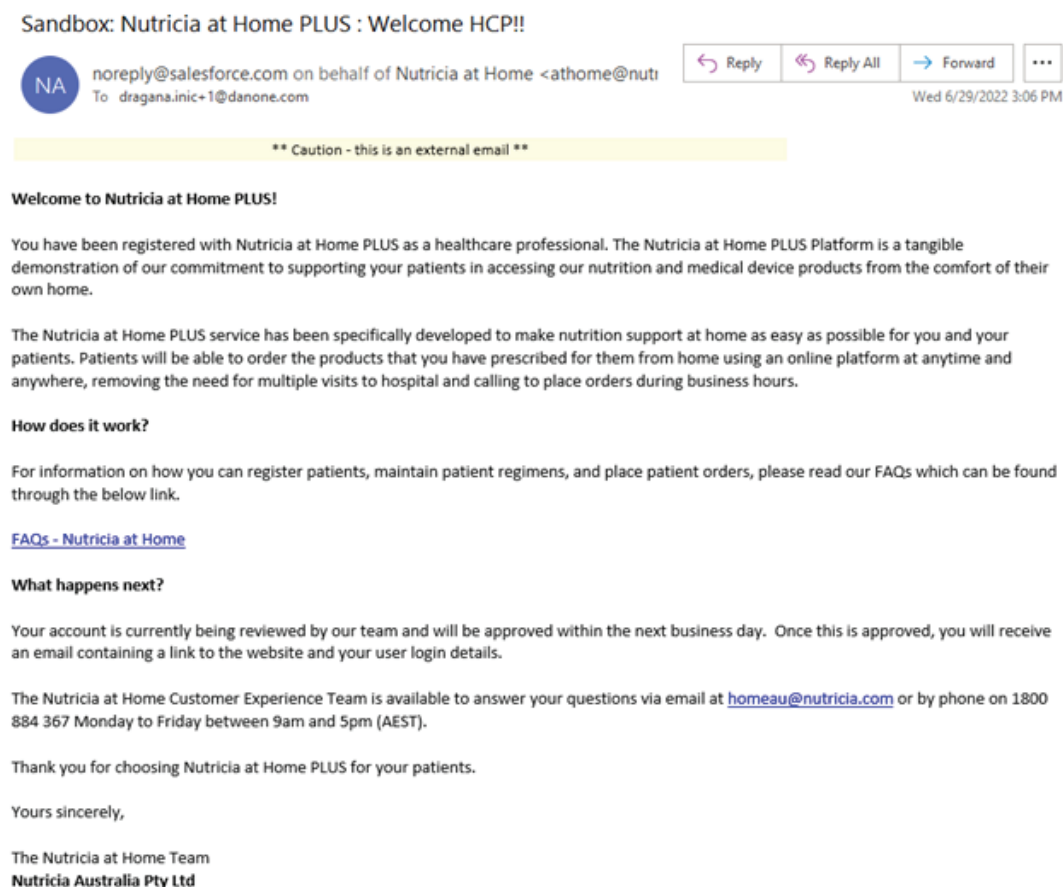
Submit

 I'm not a robot
 

Once submitted you will see:

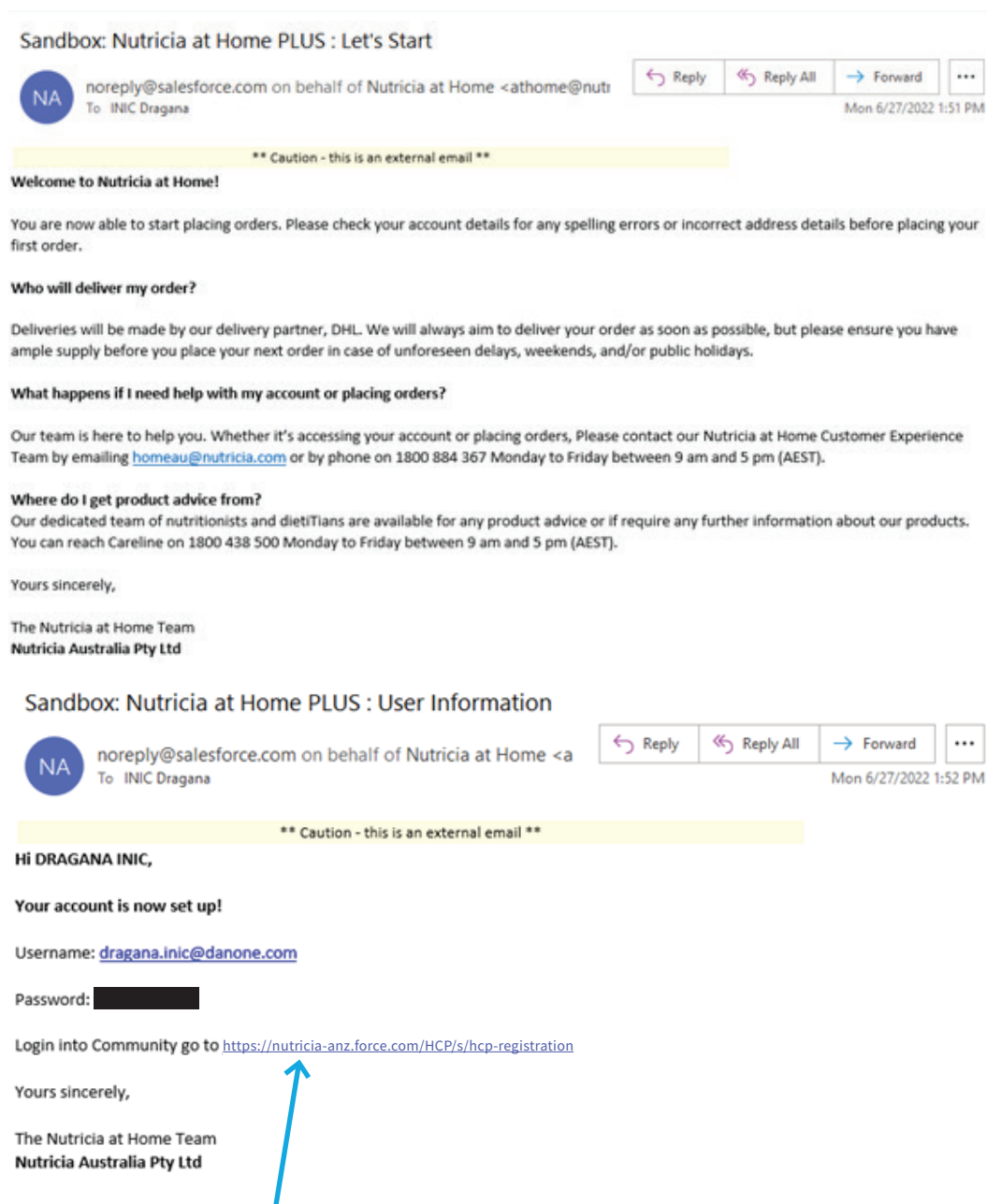


You will receive an email confirmation regarding your registration:

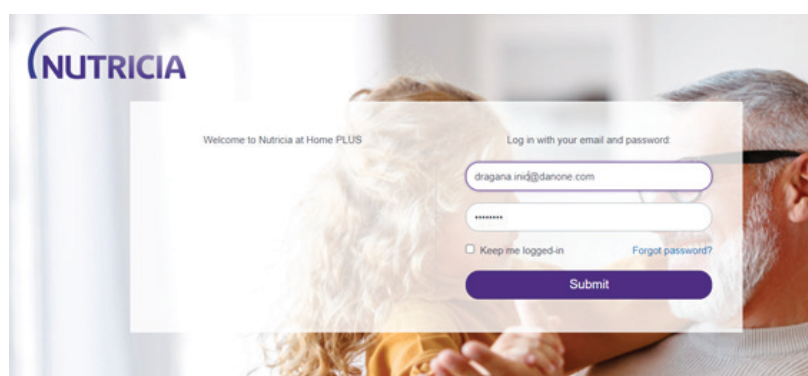


This email confirms you have been registered with Nutricia at Home PLUS as a healthcare professional. Your registration will be reviewed by our team and will be approved within one business day.

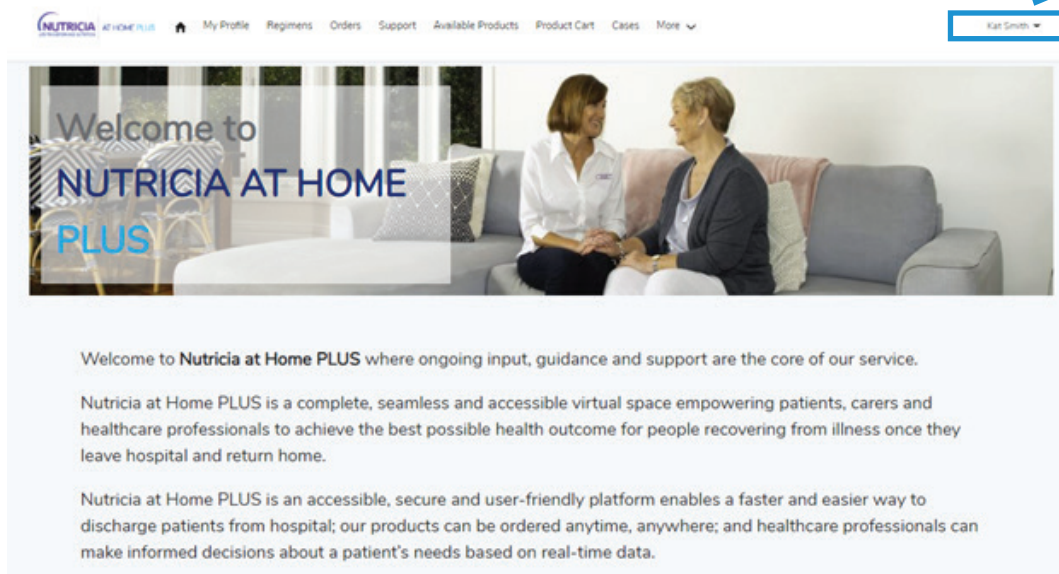
Once approved, you will receive an email confirmation containing a link to the portal and your user login details. An example of this email is shown below:



1. Click on <https://nutricia-anz.force.com/HCP/s/hcp-registration> to log into the portal
2. **Username: Email address**
3. Type the temporary **Password** when logging into the portal. If you copy and paste from the email, please delete the space at the end of the password.



When you first login, you can **change your password** to something you can remember by clicking on your **Name** and selecting **Profile** in the drop-down box.



Click on **Settings & Preferences** and **Change Password**



How to reset your password:

1. To reset your password, select **Forgot password?** on the log-in page.



2. Enter your **Email address** and select **Submit**.
3. You will receive an email prompt, **Subject line:** Nutricia Password reset, with a link to create a new password.
4. Follow the link and enter a new password. Select **Submit**.

A screenshot of the Nutricia Reset Password page. The page features the Nutricia logo and the text 'Reset Password'. Below the logo, there is a form with a 'Please enter a new password:' label, a 'New password: *' field, a 'Confirm password: *' field, and a 'Submit' button.

NUTRICIA

Reset Password

Please enter a new password:

New password: *

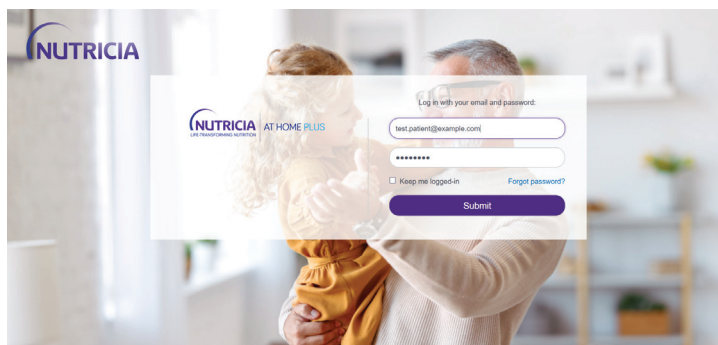
Confirm password: *

Submit

5. Once you have submitted your new password, you will receive a second e-mail, **Subject line:** Your Nutricia password has been changed, to confirm your password has been reset successfully.

How to Register a Patient on Nutricia at Home PLUS

Once you have registered as an HCP, you will be able to register your patients with Nutricia at Home PLUS. Visit: [Nutricia at Home PLUS - Welcome](#) and select **I'm an HCP**. Log on using your **Email** and **Password**.



How to Register a Patient:

1. At the top of your screen, click on the **Register Patient** tab.
2. Select **HENS** (Home Enteral Nutrition Service) under **Select Role** and click continue.

3. Fill out the **Registration Form**. All fields with an * are mandatory and must be completed.
4. Select the patient's **DELIVERY ADDRESS** for orders from the drop-down menu. Start typing the street number followed by the street name, and suburb.

NOTE: Deliveries cannot be made to PO boxes.

5. Select the referring hospital for the patient. Start typing the name of the hospital and select it from the drop-down menu.

If you cannot see the hospital/facility in the drop-down menu, select **Not in the List** and manually add the details on the form.

Enter the products that comprise the patient's regimen.

- a. Select the first product by starting to type the **brand name**.
- b. Select the correct product from the list. Once selected, the product code and Unit of Measure (**UOM**) will auto-populate. Now enter the prescribed **Quantity** and **Requirement** i.e. frequency/dosage/dose.
- c. Select all available flavours to make them available to your patient.

NOTE: If you would like the customer to be able to order different flavours of the same product, you will have to list them all on this registration form, otherwise the patient will not be able to see these products on their portal.

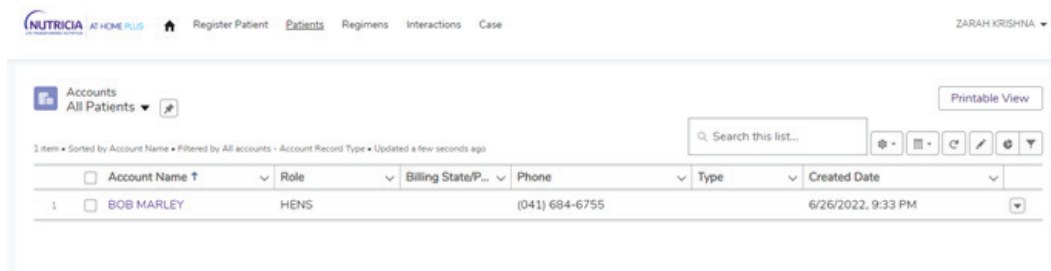
7. Select whether this is a Patient to Pay or Hospital to Pay order
8. Read and agree to the **PRIVACY AND TERMS OF USE** conditions.
9. To complete the patient registration, click **Submit**. You will see the below message as confirmation that the registration was submitted.

Our Nutricia at Home team will review the information and activate the patient's account, usually within one business day. As the HCP you will receive 2 separate emails:

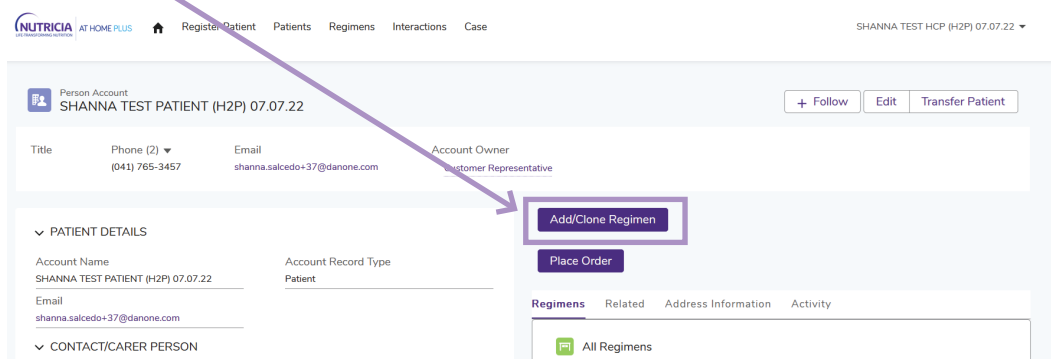
- i. An email advising you have registered your patient
- ii. An email advising you or your patient can log in and start placing orders

Changing a Patient Regimen:

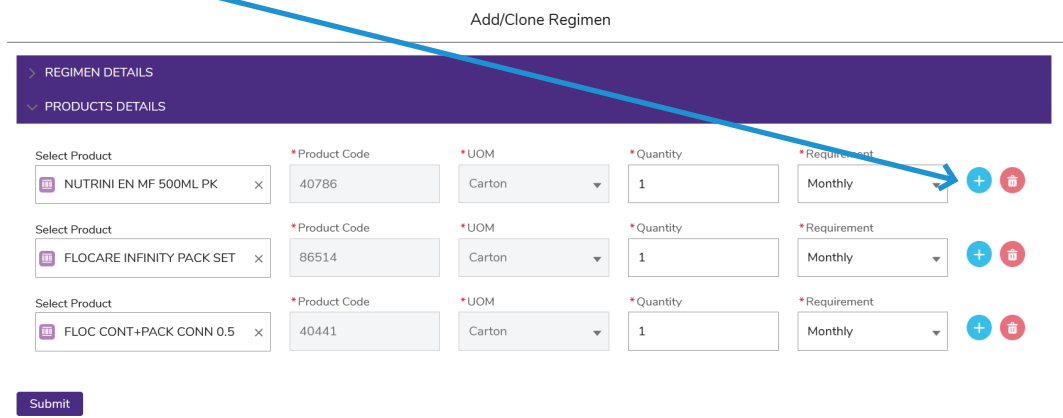
1. At the top of your screen click on the **All Patients** tab. You will see a list of all the patients you have registered with the Nutricia at Home PLUS program.



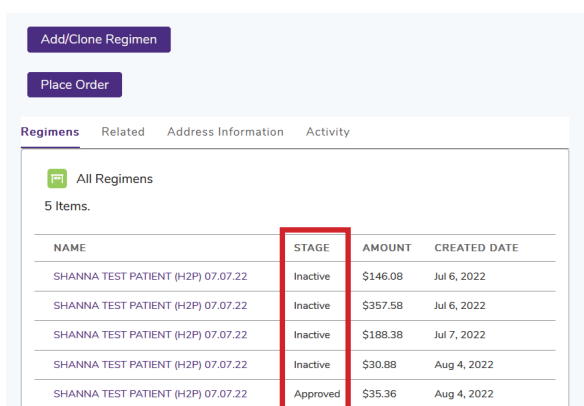
2. Click on the patient you would like to update.
3. Click on **Add/Clone Regimen** to make an editable copy of the existing regimen.



4. Click on the **Plus** or **Rubbish bin** icons to add or delete products. Click on **Submit** to complete the new regimen.

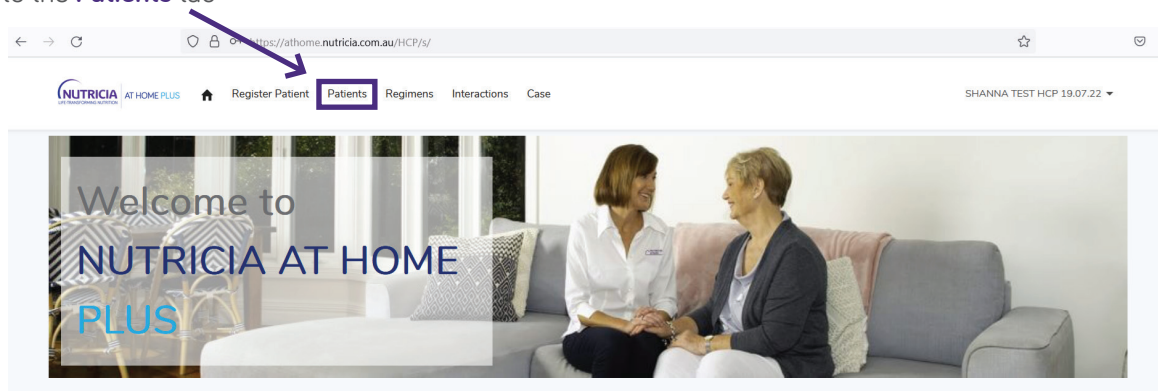


5. Once you click **Submit**, this new regimen will replace the previous one. The new regimen becomes the active and **Approved** regimen. The previous regimen becomes **Inactive** but is still able to be viewed.

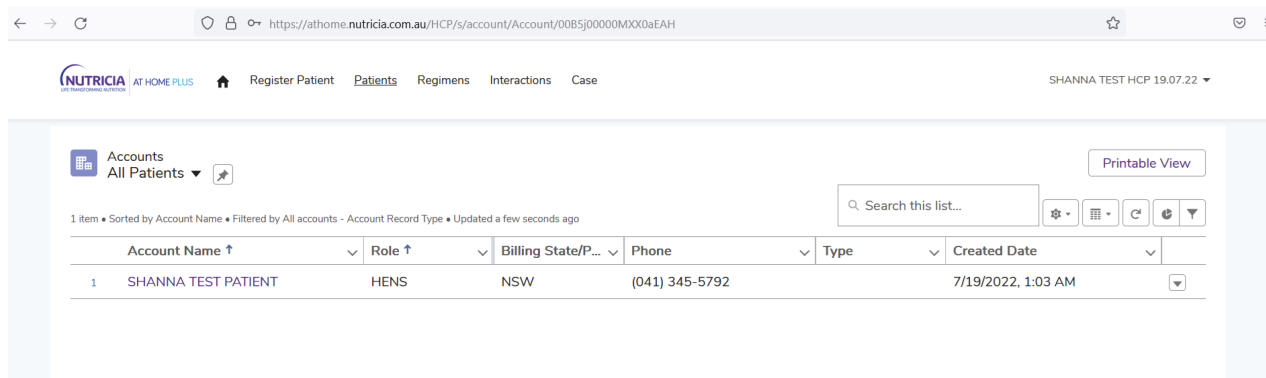


How to Place an Order as a Healthcare Professional on Nutricia at Home PLUS

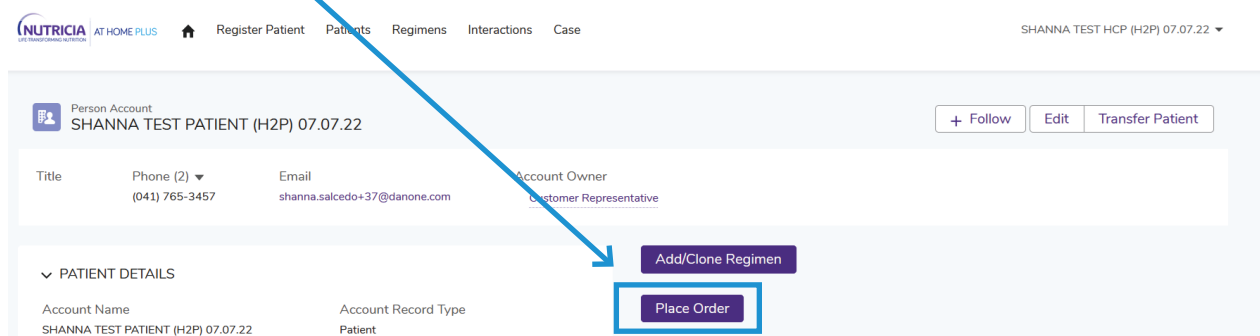
1. **Log in to your Nutricia at Home Plus account** - [Nutricia at Home PLUS - Welcome](#)
(If you do not have an account yet, please refer to the guide on “How to register as an HCP” on page 2)
2. Go to the **Patients** tab





3. Select the patient you wish to place an order for.
(If your patient does not appear on the list, please refer to “How to register your patient” on page 7)



4. Click on **Place Order**. The place order screen will automatically pre-fill with the patient's regimen products and specified quantities.



5. a. If any of the products are **out of stock**, a prompt will appear under the item. You may place a back order for any products that are out of stock.

Product	Quantity	Total
 FORTINI MF UNFLAVOURED 24X200ML PB EN A\$33.84 Carton	1	A\$33.84
 FORTINI MF CHOCOLATE 24X200ML PB EN/PT A\$33.84 Carton out of stock	1	A\$33.84
Total Price: A\$67.68 If you would like to place a back order, please proceed to check out. When stocks are replenished at our warehouse, your back order will be dispatched and you will receive a notification when your order is in transit. For further information on availability, please contact our customer experience team on 1800 884 367 or via e-mail at homeau@nutricia.com		

- b. **Enter the PO number.** If a PO number is not available, write the patient's first and last name in this field. Click on the **Checkout** button.


 FORTINI MF CHOCOLATE 24X200ML PB EN/PT
 A\$33.84
 Carton
out of stock


Total Price: A\$67.68
 If you would like to place a back order, please proceed to check out.
 When stocks are replenished at our warehouse, your back order will be dispatched and you will receive a notification when your order is in transit.
 For further information on availability, please contact our customer experience team on 1800 884 367 or via e-mail at homeau@nutricia.com

Enter PO Number
 TEST HCP 01 07 22

Checkout

6. The **Order** page will appear and will include relevant details including the **Order Number**, **Shipping Address**, **Products** ordered and **Grand Total**. If a product is on **Back Order**, this will be specified on this page. At this stage, you may amend a shipping address by clicking on the **Edit Button** next to the shipping address. You can also add authority to **PLEASE LEAVE DELIVERIES AT THE FRONT DOOR**.

← → ↺ https://athome.nutricia.com.au/HCP/s/order/8015j000000QUrkaAG/detail


 Register Patient Patients Regimens Interactions Case SHANNA TEST HCP (H2P) 07.07.22

Order
 00000167


Account Name SHANNA TEST PATIENT (H2P) 07.07.22	Order Start Date 8/4/2022	Status Draft	Order Amount \$35.36	Delivery Charges \$15.00	Grand Total \$50.36
--	------------------------------	-----------------	-------------------------	-----------------------------	------------------------

Details Products

Account Name SHANNA TEST PATIENT (H2P) 07.07.22	Status Draft
Customer Portal Name HCP	Payment Status Pending
PO Number	Is Back Order? Yes

✓ Order Amount Details
 Order Amount \$35.36
 Delivery Charges \$15.00
 ✓ Delivery Details
 Grand Total \$50.36

Billing Address
 Building D, Level 4 12-24 Talavera Rd,
 MACQUARIE PARK, NSW, 2113

Shipping Address
 Building D, Level 4 12-24 Talavera Rd, MACQUARIE
 PARK, NSW, 2113 

☐ PLEASE LEAVE DELIVERIES AT THE FRONT DOOR

Complete Order

7. Click **Complete Order** to submit your order. A success message will appear to confirm your purchase.
8. An order confirmation e-mail will be sent to you and your patient's e-mail address.
9. When an order has been successfully sent to our transport partner for dispatch, a **Delivery Number** will automatically populate the **Delivery Details** on your order page.

Order 00000162

Account Name SHANNA TEST PATIENT (H2P) 07.07.22	Order Start Date 7/7/2022	Status In-process	Order Amount \$42.30	Delivery Charges \$15.00	Grand Total \$57.30
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Details
Products

Account Name
SHANNA TEST PATIENT (H2P) 07.07.22

Customer Portal Name
HCP

PO Number

Order Amount Details

Order Amount
\$42.30

Delivery Charges
\$15.00

Delivery Details

Delivery Number / Tracking Number
5046215535

Status
In-process

Payment Status
Invoiced

Is Back Order?
No

Grand Total
\$57.30

Delivery Type
Standard

Delivery Status

Billing Address
Building D, Level 4 12-24 Talavera Rd,
MACQUARIE PARK, NSW, 2113

Shipping Address
Building D, Level 4 12-24 Talavera Rd, MACQUARIE
PARK, NSW, 2113

10. To review the patient's **order history**, go to the **Related** tab on the regimen section of your patient's profile. This will show all orders.

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Register Patient Patients Regimens Interactions Case

SHANNA TEST HCP (H2P) 07.07.22

Person Account
SHANNA TEST PATIENT (H2P) 07.07.22

+ Follow Edit Transfer Patient

Title Phone (2) (041) 765-3457 Email shanna.salcedo+37@danone.com Account Owner Customer Representative

PATIENT DETAILS

Account Name
SHANNA TEST PATIENT (H2P) 07.07.22

Email
shanna.salcedo+37@danone.com

CONTACT/CARER PERSON

Carer First Name

Relationship with Patient

Account Record Type
Patient

Carer Last Name

Phone
(041) 765-3457

Mobile

Add/Clone Regimen

Place Order

Regimens **Related** Address Information Activity

Orders (3)

Order Number	Status	Order Start Da...	Order Amount
00000167	Draft	8/4/2022	\$35.36
00000162	In-process	7/7/2022	\$42.30
00000161	Cancelled	7/6/2022	\$146.08

*For any questions or concerns, please contact our **Customer Experience team on 1800 884 367** or via **homeau@nutricia.com**