

QUICK USER GUIDE TO ORDERING ONLINE FOR CARE HOMES



All products mentioned are Foods for Special Medical Purposes for the dietary management of disease related malnutrition and must be used under medical supervision.

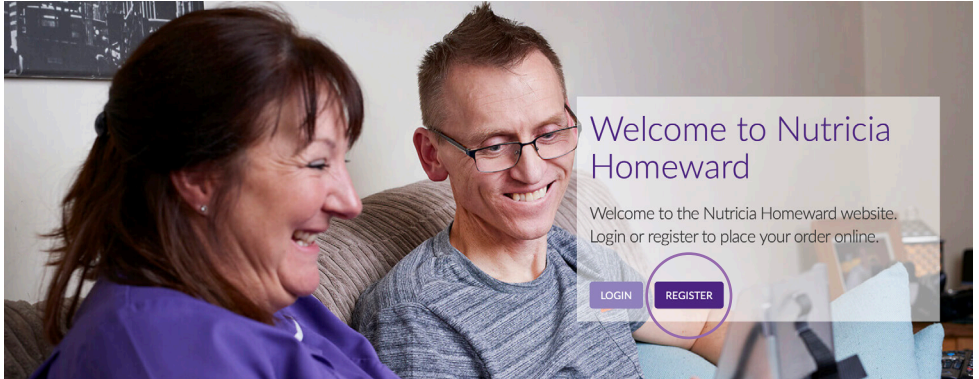
This information is intended for patients, and carers, registered on Nutricia Homeward.

Accurate at time of publication: January 2023.

REGISTER

Visit nutriciahomeward.co.uk

Click on **'REGISTER'**.



Click on **'Multi-Patient Sign Up'**



Complete details and then Nutricia Homeward will email you to verify your email address and confirm your details; once verified Nutricia Homeward will call you to complete your registration process.

Only one email address can be used for each Nutricia Homeward account.

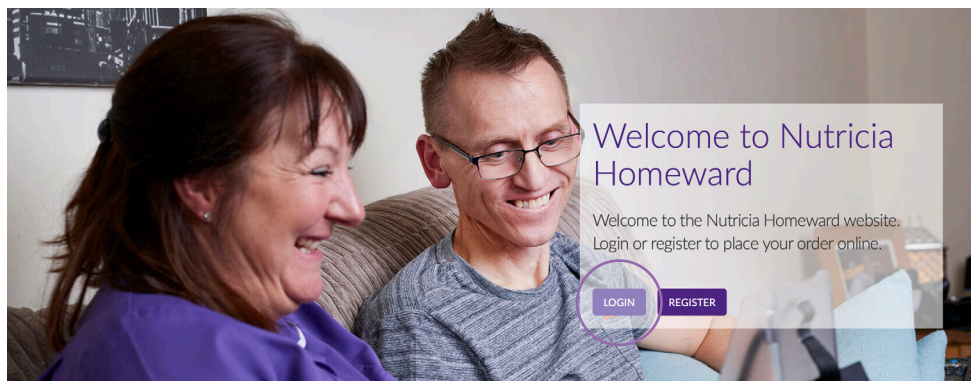
Once you have registered, Nutricia Homeward will email you every month to remind you to place your order.

Choosing to order online will not change the date of your monthly delivery.

PLACING AN ORDER

Visit nutriciahomeward.co.uk

Click on **'LOGIN'**.



Enter user name (your email address) and password (remember your password is case sensitive).

Click on **'My Orders'**.



There are three choices:

Future Orders — the date when this order can be placed can be found in the **'Notes'** section of this page.

Available Orders — orders waiting to be completed.

Completed Orders — order already completed and submitted.

To place an order, under **'Available Orders'** click on **'Select'** next to the name of the resident you wish to place an order for.

Future Orders				
Order ID	Name	DOB	Notes	
Available Orders				
Order ID	Name	DOB	Delivery Date	Select
S11113657	Peter Pan	14-03-1938	15-Apr-2019	Select
S11113658	Wendy Darling	13-03-1980	15-Apr-2019	Select
S11113659	Michael Darling	27-04-1970	15-Apr-2019	Select
Completed Orders				
Order ID	Name	DOB	Select	

'Order History' allows you to view your resident's previous orders (the last 12).



'Personal Details' allows you to view and update your account details.



If you need to reset the figures you have entered click on 'RESET ORDER'.

If you don't need a delivery this month click on 'NO ORDER REQUIRED' and select the reason in the pop-up box.

Order S11382550

Delivery Details

Your next delivery is due: 11/04/2019

Delivery Address: Nutricia Ltd
Newmarket Avenue
White Horse Business Park
Trowbridge, Wiltshire

Delivery Instructions: If out, please leave in porch

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field



Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
NUTRISON 1000 COMPLETE MULTI FIBRE LIQ 1000ml PACK	54547	28	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
FLOC INFINITY PACK SET W/O DCY-PORT ENF	95347	28	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
60ml DASH3 SYRINGE 7 DAY ENFIT	113807	4	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutriciahomeward@nutricia.com.

Product Code	Item Description	Frequency	Quantity
94814	CH10 FLOCARE G-TUBE ENFIT	Every 3 Orders	1

CONTINUE

If you need additional stock as a buffer amount or other queries related to your order or list of products, please contact us at nutriciahomeward@nutricia.com.

Enter the amount you have remaining in 'Items Left?' box for each product. The system will work out how much to send you, if you want to over-ride this, put in how much you need in the 'We will send' box.

If you don't require an item just click 'X' under 'Item not required' and select the reason in the pop-up box.

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If you have any products that are not required every 28 days they are shown here.

Once you have input everything press **‘CONTINUE’**.

On your confirmation page click **‘CONTINUE’** and then **‘FINISH’**. This takes you back to the **‘My Orders’** page, select the next resident you want to place an order for and repeat the process until all orders have been placed.

ADDITIONAL SUPPORT

'ORDERS COMPLETED' — a report showing resident details and the quantities that will be sent on the order.

'ORDER FORM' — a printable PDF for all orders due, including resident's details and products required.

'MAR SHEETS' — a MAR (Medical Administration Record) sheet can be downloaded and printed for residents who receive enteral nutrition products from Nutricia Homeward.

Reports ORDERS COMPLETED ORDER FORM MAR SHEETS

Future Orders

Order ID	Name	DOB	Notes
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Available Orders

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Completed Orders

Order ID	Name	DOB	Select
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ANY QUESTIONS PLEASE CONTACT US ON
nutricia.homeward@nutricia.com or 0800 093 3672

Nutricia Limited
Newmarket Avenue
White Horse Business Park
Trowbridge, Wiltshire BA14 0XO

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FOR CARE HOMES